
Appendix I: Error messages

The following messages can appear in the Transaction Log. A brief explanation for each message and suggests actions that you may need to take if the message appears in the Transaction Log is included. Messages are listed in numerical order. Each range of messages reports information for one of the processes within Meridian IVR 2.0/I. The message sources are as follows.

Message Range	Message Source
0 TO 99:	CALL LOGIC INTERPRETER (CLI)
100 TO 199:	MRS INTERFACE PROCESS (VIP)
200 TO 299:	MRS INPUT AND MRS OUTPUT PROCESS (MRS)
300 TO 399:	POOL MANAGER (PMG)
400 TO 499:	MRS RESOURCE MANAGER (VRM)
500 TO 518:	SQL DATABASE SERVER (QDS)
600 TO 699:	SYSTEM ADMINISTRATION INTERFACE (SAI)
700 TO 799:	STATISTICS PROCESS (UST)
800 TO 899:	DATABASE SERVER (DBS)
900 TO 999:	VOICE FILE TRANSFER PROCESS (VFT)
1000 TO 1099:	USER FUNCTION PROCESS (USR)
1100 TO 1199:	CALL SCHEDULER (CSC)
1200 TO 1299:	PROMPT LOADING FACILITY (PLF)

Message Range	Message Source
1300 TO 1399:	SYSTEM ADMINISTRATION PROCESS (SAD)
1400 TO 1499:	GRAPHICAL SYSTEM MONITOR (XAI)
1500 TO 1599:	SYSTEM APPLICATION MONITOR PROCESS (SAM)
1600 TO 1699:	ALTERNATE ERR:OR HANDLING PROCESS (UEH)
1700 TO 1799:	GRAPHICAL PROMPT MANAGER (XPM)
1800 TO 1899:	TERMINAL RESOURCE SERVER (TRS)
1900 TO 1999:	DATABASE EDITOR COMMAND LINE MESSAGES (SDE)
2000 - 2099:	CLI_S
2100 - 2199:	TRSC
2200 TO 2299:	GENERIC SQL DATA SERVER (GDS, IDS, ODS, FDS, SDS)
2300 - 2399:	SASE
2400 - 2499	TRSL

Note: Some messages make references to commands or replies. These are the commands and replies that the application processor and the MRS use to communicate with each other.

Messages 0 To 99: Call Logic Interpreter (CLI)

0 - CLI Startup

Meaning: The CLI process has been started.

Action to take: None. Notification only.

1-CLI Shutdown

Meaning: The CLI process has been stopped.

Action to take: None. Notification only.

2 - Unable to allocate Application Cell Table

Meaning: The CLI cannot allocate the memory necessary to store the application.

Action to take: Contact your Nortel service representative.

3 - Unable to allocate Application Descriptor for: application_name

Meaning: The CLI cannot allocate the memory necessary to build the main control block for the application being loaded.

Action to take: Contact your Nortel service representative.

4 - Unable to allocate Application Header

Meaning: The CLI cannot allocate the memory necessary to read in the header portion of the application. It needs this information in order to build the internal structure for the application cell table.

Action to take: Contact your Nortel service representative.

5 - File is NOT a valid VPF Application File: application_name

Meaning: The application that was requested to be loaded is of questionable origin. It must be produced with the Meridian IVR 2.0/I Application Editor to be tagged with the proper identifiers.

Action to take: Edit the application with the current version of the Application Editor.

6 - Application Load: application_name

Meaning: This provides the time and date when the listed application was loaded or installed into the CLI.

Action to take: None. Notification only.

7- Unable to read Offset Table

Meaning: The CLI is unable to read the portion of the application file that contains the cell table and the offset to the portions of the file that contain the modifiers for each of the cells.

Action to take: Edit the application with the current version of the Application Editor and save the new version. This confirms that the application has not been corrupted or made obsolete.

8 - Unable to open Application File: application_name

Meaning: The CLI cannot read the file that contains the application.
This may be because the file is empty.

Action to take: Verify that the file exists, that it is not empty, and that the protections are set to allow reading.

9 - Unable to read Application File: application_name

Meaning: The CLI cannot read the file that contains the application.
The file may have been corrupted.

Action to take: Edit the file with the current version of the Application Editor and save the file again.

10 - Application Startup: application_name

Meaning: The named application was started at the indicated date and time and is able to accept calls.

Action to take: None. Notification only.

11 - Application Shutdown: application_name

Meaning: The named application was stopped at the indicated date and time and is unable to accept calls.

Action to take: None. Notification only.

12 - Application Unload: application_name

Meaning: The named application was unloaded at the indicated date and time.

Action to take: None. Notification only.

13 - Illegal Comparison Type in Instruction Stream

Meaning: An illegal conditional expression exists in a cell definition.
The instruction stream is corrupted, possibly because the version of the CDL compiler does not match the version of the CLI.

Action to take: Contact your Nortel service representative.

14 - Illegal Cell Transition in Instruction Stream

Meaning: A cell within the application requested a transition to a cell that does not exist. The application is most likely incomplete. Verify this by viewing the application with the Application Editor.

Action to take: Edit the application so that the cell transactions are correct.

15 - Unable to read CELL directory

Meaning: The directory of compiled cells could not be found by the CLI, and therefore no cell definitions will be available to execute any application.

Action to take: Verify that the CELLS directory exists in the home directory for Meridian IVR 2.0/I. Also verify that the directory contains files with the following extension: .cdsc

16 - Failure fetching CELL cell_number

Meaning: The CLI was unable to obtain information about the next cell in the application to be executed. Either the requested cell is out of the application's range, or an I/O error occurred during a file read for the cell's modifiers.

Action to take: Use the Application Editor to verify that each cell in the application has branches to valid next cells, then save the application.

17 - Unable to allocate Cell Header: cell_name

Meaning: The CLI cannot allocate the memory necessary to build the internal control block for the cell description.

Action to take: Contact your Nortel service representative.

18 - Unable to allocate Cell Instruction Buffer: cell_name

Meaning: The CLI cannot allocate the memory necessary to be able to read in the compiled cell description code.

Action to take: Contact your Nortel service representative.

19 - Failure locating Cell # number in Cell Cache

Meaning: The CLI cannot find the cell description for the application cell identified by the number in the message.

Action to take: Check to see that the cell type in the application is a valid type, and that the cell directory has all of the cells necessary to run the application.

20 - Invalid Value for Next Cell Number: number

Meaning: The number of the next cell to execute is out of the range defined for the current application. There may be corruption of the internal control block or the application file.

Action to take: Use the current version of the Application Editor to verify that each cell in the application has branches to valid “next cells,” then save the application.

21 - Unable to open CELL file: cell_name

Meaning: The CLI cannot open the disk file that contains the named cell description.

Action to take: Check to see that the file protections associated with the cell in the CELLS directory allow “read” privileges.

22 - Unable to read Cell Header: cell_name

Meaning: The CLI cannot read the file that contains the cell description. This may be because the file is empty.

Action to take: Contact your Nortel service representative.

23 - Unable to read Cell Instruction Stream

Meaning: The CLI cannot read the compiled instruction stream from the cell description file, which when executed performs the cell action. This may be because the file has been corrupted or truncated.

Action to take: Contact your Nortel service representative.

24 - Channel Control Block Allocation Error...

Meaning: The CLI cannot allocate the memory necessary to build the internal control block for a channel (trunk) and therefore no application will be able to run on that channel.

Action to take: Contact your Nortel service representative.

25 - Channel from VRM Out of Range

Meaning: The MRS Resource Manager (VRM) sent a message to the CLI about a channel that is outside the configuration range that the CLI knows about (the channel is not owned by the CLI).

Action to take: Contact your Nortel service representative.

26 - Channel Initialization Failure on trunk number

Meaning: The MRS Interface Process (MIP) was unable to initialize a channel owned by the CLI. Therefore, no applications will be allowed to run on this channel.

Action to take: Contact your Nortel service representative.

27 - Invalid response for command: number

Meaning: The MRS has sent an invalid reply to the indicated command.

Action to take: Contact your Nortel service representative.

28 - Start received on ACTIVE trunk number

Meaning: Ringing was received on a channel that was already processing a call. Even though this is logically impossible for a stable running system, it can occur after a recovery from a MRS power outage, where a call was in progress on the application processor when the MRS suddenly went down (dropping all its calls) and the application processor was not notified about the call loss.

Action to take: Restart Meridian IVR 2.0/I.

29 - Channel number INACTIVE. STOP received

Meaning: A call stop (hang-up) was received on a channel that had no active calls. In a heavily loaded system, a rare condition can occur where the application hangs up and the caller hangs up before the trunk is placed on-hook.

Action to take: None.

30 - Unexpected Response from Channel number

Meaning: The Resource Manager (VRM) sent a message to the CLI concerning a channel that is within the configuration range, but was probably reserved for some other purpose.

Action to take: Contact your Nortel service representative.

31 - Unexpected Response from VRM. I/O not pending

Meaning: The Resource Manager (VRM) sent a message to the CLI that contains data (for example, DTMF digits), but the CLI is not expecting any data. So, it does not know where to store the data to make it available to the application.

Action to take: Contact your Nortel service representative.

32 - Unknown response for command: number

Meaning: The MRS has returned a reply to the indicated command and the CLI is unable to recognize the reply.

Action to take: Contact your Nortel service representative.

33 - Unknown CLI command: number

Meaning: The CLI has received the indicated command, but is unable to recognize it.

Action to take: Contact your Nortel service representative.

34 - Cannot operate on complex types (LIST, PLIST, etc.)

Meaning: This error indicates that a cell has been badly formed. Complex types are not allowed in expressions where a number or a buffer is normally expected. These types are similar to arrays, and should be indexed to provide one element instead of the entire structure.

Action to take: Contact your Nortel service representative.

35 - Illegal Data Location in Instruction Stream

Meaning: This error indicates that a cell has been badly formed. A cell refers to an invalid data type or a data type that the CLI cannot handle.

Action to take: Contact your Nortel service representative.

36 - ERROR sending message to DBS: command name

Meaning: An internal error occurred while sending the command to the DBS.

Action to take: Contact your Nortel service representative.

37 - Dispatch Enable Failure...

Meaning: The CLI was unable to request the MRS Interface Process (VIP) to place a channel in a state that it is available to accept calls.

Action to take: Contact your Nortel service representative.

38 - Endless loop detected on channel number

Meaning: A circular path has been detected in the application where no services have been requested (for example, a cell transitions to itself.) To prevent possible lock-up of Meridian IVR 2.0/I, the call is ended.

Action to take: Edit the application and remove the infinite loop logic.

39 - Global Index value number out of range

Meaning: A global buffer was requested and its internal ID number is greater than the maximum allowable number of global buffers.

Action to take: Verify that the number of user-defined global buffers do not exceed the documented maximum.

40 - Immediate Data Locations cannot be used as values

Meaning: Immediate data, which is actually taken into a cell as a constant, cannot be changed by placing it on the left side of an assignment statement or in a position to receive a new value.

Action to take: Verify that all cells in the application use buffer names, and not constant values, wherever they are required.

41 - Local Index value number out of range

Meaning: A local buffer was requested and its internal ID number is greater than the maximum allowable number of local buffers. Local buffers are those that are used internally to a cell as temporary storage locations. This error indicates that a cell has been badly formed.

Action to take: Contact your Nortel service representative.

42 - Modifier Index value out of range

Meaning: This error indicates that a cell has been badly formed. An element was requested from a list (or paired list) and its index is greater than the dimension of the list.

Action to take: Contact your Nortel service representative.

43 - Illegal Modifier Offset in Instruction Stream

Meaning: A cell parameter was requested whose address is outside of the range expected by the cell. The application could have been created with a now obsolete version of the cell definitions.

Action to take: Edit and save the application so that the application and the cell definition will be synchronized.

44 - Illegal Modifier Type in Instruction Stream

Meaning: This error indicates that a cell has been badly formed. A cell refers to a data type for a parameter and the data type is invalid or is one that the CLI cannot handle.

Action to take: Contact your Nortel service representative.

45 - Message Block Allocation Error...

Meaning: The CLI cannot allocate the memory necessary to contain the contents of messages to be sent to or received from other processes.

Action to take: Contact your Nortel service representative.

46 - Error reading message queue. Code = number

Meaning: An error occurred while attempting to retrieve a message from another process. The code number indicates the problem.

Action to take: Contact your Nortel service representative.

47 - Cannot modify Read Only System Buffers

Meaning: The application attempted to modify a system buffer that was marked "read-only." Information in the CHANNEL, REPLY CODE, and STATUS CODE buffers is available to the application but cannot be changed.

Action to take: Modify the application so that it does not try to write to these buffers. See the Applications Development Guide.

48 - CELL Call Stack Overflow

Meaning: A cell attempted to call too many subroutines or tried to call itself recursively. This indicates a badly formed cell.

Action to take: Contact your Nortel service representative.

49 - CELL Call Stack Under flow

Meaning: A cell has an improperly placed "RETURN" statement.

Action to take: Contact your Nortel service representative.

50 - Illegal System Buffer Type in Instruction Stream

Meaning: A cell referred to an illegal address for a System Buffer or a Predefined Global Buffer. This indicates that the cell has been badly formed.

Action to take: Contact your Nortel service representative.

51 - Unknown Function Table

Meaning: This indicates a badly formed cell. A cell referred to an entry in a non-existent runtime library. Runtime libraries contain tables of functions for communication to MRS', the Database Server, and user-defined functions.

Action to take: Contact your Nortel service representative.

52 - Wrong number of arguments in user function primitive

Meaning: The number of parameters/modifiers supplied by the application is not the number expected by the user function process.

Action to take: Edit and re-save the application to synchronize it with cell definitions.

53 - ERROR sending message to VRM: command name

Meaning: An internal error occurred while sending the command to the VRM.

Action to take: Contact your Nortel service representative.

54 - ERROR sending message to CSC: command name

Meaning: An internal error occurred while sending the command to the CSC.

Action to take: Contact your Nortel service representative.

55 - Attempt to play too many prompts

Meaning: The application has requested that more than 32 prompts be played in a single request.

Action to take: Contact your Nortel service representative.

56 - No application info available

Meaning: The SAM has requested information on an application that does not exist.

Action to take: Contact your Nortel service representative.

57 - Cleanup Handler Stack Overflow

Meaning: An attempt was made to use too many cleanup handlers.

Action to take: Contact your Nortel service representative.

58 - CLI Not Able to Make Enough Memory

Meaning: CLI can not allocate memory for internal data structure.

Action to take: Contact your Nortel service representative.

59 - Error sending message to QDS: command name

Meaning: An internal error occurred while sending the command to the QDS.

Action to take: Contact your Nortel service representative.

60 - Error sending message to PMG:

Meaning: The cli failed while attempting to send a message to the PMG.

Action to take: Contact your Nortel service representative.

61 - Error sending message to q_id ipc_queue_number errno= error code

Meaning: An internal error occurred while sending a process with the queue id ipc_queue_number. Error code provides the Meaning of the error.

Action to take: Contact your Nortel service representative.

62 - Error sending message to SAD: errno= error code

Meaning: An internal error occurred while sending a command to the SAD. Error code provides the Meaning of the error.

Action to take: Contact your Nortel service representative.

63 - SUB call stack overflow

Meaning: An attempt was made to nest subroutine calls more than 6 deep.

Action to take: Remove the last nested subroutine call (GSUB) from the application.

64 - SUB call stack under flow

Meaning: An attempt was made to return from a subroutine that was never executed.

Action to take: Make sure that there are no RETN cells in your application without a previous GSUB being executed.

65 - Error reading system info error = error code

Meaning: CLI can not read the sysgen.d file in the SYS_files directory. File could be missing or have improper file permissions set.

Action to take: Select the System Configuration Manager from the System Administration icon on the Control Panel, and save the configuration file.

66 - Error sending message to TRS: command-name

Meaning: An internal error occurred while sending command-name to the TRS.

Action to take: Contact your Nortel service representative.

67 - Buffer passed is empty

Meaning: The Data Buffer parameter on the PDAT cell being executed has no value.

Action to take: Informational. PDAT will take the error branch.

**68 - Unconnected cell found for chan = channel number
appl:application name**

Meaning: The application has ended on the channel indicated running the application indicated because there is no next cell to execute.

Action to take: Load application into editor. Select, save, view, and resolve unconnected cells.

69 - No ASCII buffers passed

Meaning: A request was made through either the FAX data file parameter of the SFAX cell or the Text File parameter of the SAY cell. However, no file name was specified.

Action to take: Load the application into the editor and verify that the text file name is being specified.

70 - Stopping Application

Meaning: Meridian IVR 2.0/I is commencing the stop application process.

Action to take: None. Notification only.

71 - Application Stopped

Meaning: The application has stopped.

Action to take: None. Notification only.

72 - Statistics Exceeded 2K Limit

Meaning:

Action to take:

73 - Can't Send to cli_s, stat=%ld Errorno=%ld Cmd=0x%x

Meaning:

Action to take:

74 - Total Calls=%ld

Meaning:

Action to take:

75 - PDAT: Value out of Range

Meaning: A PDAT Cell attempted to play a value greater than 999,999,999,999. The PDAT Cell takes the Invalid Data branch. This is a limitation of the PDAT cell.

Action to take: Modify your application.

Messages 100 to 199: MRS Interface Process (VIP)

Some of these messages have prefixes. The prefix format for these messages relates to the current state of the channel.

CH=xx ST=yy SS=zz CMD=cc

where

xx is the channel number

yy is the channel state

zz is the channel substate

cc is the command or reply received (For more information on commands and replies, see the MRS Command Reference Manual)

100 - Process Startup

Meaning: The VIP process has been started.

Action to take: None. Notification only.

101 - Process Shutdown

Meaning: The VIP process has been stopped.

Action to take: None. Notification only.

102 - vru_diagnostic_reply

Meaning: This message contains the text of a CCC0 or CCC1 diagnostic reply that is returned to the application processor by the MRS.

Action to take: Contact your Nortel service representative.

103 - CH=xx ST=yy SS=zz CMD=cc Cmd Link Not Empty

Meaning: Data corruption has occurred in the channel control block for the indicated channel.

Action to take: Contact your Nortel service representative.

104 - CH=xx ST=yy SS=zz CMD=cc Cmd Chain Corrupt

Meaning: Data corruption has occurred in the channel control block for the indicated channel.

Action to take: Contact your Nortel service representative.

105 - CH=xx ST=yy SS=zz CMD=cc Illegal Msg Src

Meaning: A message was received on a channel from a process that did not own that channel.

Action to take: Check any user functions active at the time for possible misdirection of messages. If this is not the source of the problem, Contact your Nortel service representative.

106 - CH=xx ST=yy SS=zz CMD=cc MRSmsg - Bad State

Meaning: This message is generated when a message from the MRS is received in a state where no message should have been generated. This usually indicates that the current state of the VIP has lost synchronization with the MRS.

Action to take: Call Customer Service.

107 - CH=xx ST=yy SS=zz CMD=cc Bad Call Flow Msg

Meaning: A message that was not expected in the current state has been received.

Action to take: This reply does not in itself indicate an error condition, since queuing delays can cause commands and replies to lose synchronization occasionally. If this symptom is detected in conjunction with other problems, however, include it in any report to Customer Service.

108 - CH=xx ST=yy SS=zz CMD=cc UNBUSY - not open

Meaning: An attempt was made to unbusy (free) a trunk without registering a trunk open (channel initialization) request first.

Action to take: Check the order of operations performed when the current application was started. If this operation seems to have been performed correctly, Contact your Nortel service representative.

109 - CH=xx ST=yy SS=zz CMD=cc Unexp Msg

Meaning: A message that was not expected in the current state has been received.

Action to take: This reply does not in itself indicate an error condition, since queuing delays can cause commands and replies to lose synchronization occasionally. But if this symptom is detected in conjunction with other problems, include it in any report to Customer Service.

110 - CH=xx ST=yy SS=zz CMD=cc Illegal Mode

Meaning: Data corruption has occurred in the channel control block for the indicated channel.

Action to take: Contact your Nortel service representative.

111 - CH=xx ST=yy SS=zz CMD=cc Illegal State

Meaning: Data corruption has occurred in the channel control block for the indicated channel.

Action to take: Contact your Nortel service representative.

112 - CH=xx ST=yy SS=zz CMD=cc Illegal Substate

Meaning: Data corruption has occurred in the channel control block for the indicated channel.

Action to take: Contact your Nortel service representative.

113 - CH=xx ST=yy SS=zz CMD=cc MRSmsg - Bad Substate

Meaning: This message is generated when a message from the MRS is received in a state where no message should have been generated. This usually indicates that the current state of the VIP has lost synchronization with the MRS.

Action to take: Contact your Nortel service representative.

114 - CH=xx ST=yy SS=zz CMD= cc MRSmsg - after Hang

Meaning: This message is generated when a message from the MRS is received in a state where no message should have been generated. This usually indicates that the current state of the VIP has lost synchronization with the MRS.

Action to take: Contact your Nortel service representative.

115 - CH=xx ST=yy SS=zz CMD=cc VRMmsg - Bad State

Meaning: A message from the VRM is received in a state where no message should have been generated. This usually indicates that the current state of the VIP has lost synchronization with the VRM.

Action to take: Contact your Nortel service representative.

116 - CH=<xx ST=yy SS=zz CMD=cc VRMmsg - Bad Mode

Meaning: A message from the VRM is received in a state where no message should have been generated. This usually indicates that the current state of the VIP has lost synchronization with the VRM.

Action to take: Contact your Nortel service representative.

117 - CH=xx ST=yy SS=zz CMD=cc CMD UNSUPPORTED

Meaning: An attempt has been made to execute certain functionality that required a higher revision of the VIP.

Action to take: Check the revision of the VIP in use. If it is at least equal to the revision required to use the command, Contact your Nortel service representative.

118 - CH=xx ST=yy SS=zz CMD=cc VSM action failed

Meaning: An error was encountered in processing the current action.

Action to take: Contact your Nortel service representative.

119 - CH=SYS CMD=cc Channels not enabled

Meaning: Commands or replies have been directed at a channel that has not yet been initialized and removed from the busy state.

Action to take: Contact your Nortel service representative.

120 - CH=SYS CMD=cc Bad Channel Number

Meaning: A command has been directed at a channel and its number is greater than the maximum allowable channel in the system.

Action to take: Contact your Nortel service representative.

121 - CH=SYS CMD=cc Request Queue Corrupted

Meaning: Data corruption has occurred in the system control block request queues.

Action to take: Contact your Nortel service representative.

122 - CH=SYS CMD=cc Badly formed Request

Meaning: A command received on the system channel had contradictory parameters or options.

Action to take: Examine the application or set of instructions that generated the command.

123 - CH=SYS CMD=cc Illegal Msg Src

Meaning: A system control message was received from a process that did not own the system channel.

Action to take: Check any user functions that were active at the time to see if they may have misdirected a message.

124 - CH=SYS CMD=cc Unexp Msg

Meaning: The VIP has received a request on the system channel that it does not support.

Action to take: Check any user functions active at the time for possible inappropriate requests to the system channel.

125 - CH=SYS CMD=cc Rcvd Sysopen while opening sys

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

126 - CH=SYS CMD=cc Illegal Channel Close

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

127 - CH=SYS CMD=cc CC REPLY - AP Errors detected

Meaning: An error has been detected during MRS diagnostics.

Action to take: Contact your Nortel service representative.

128 - CH=SYS CMD=cc CC REPLY - FATAL Errors detected

Meaning: An error has been detected during MRS diagnostics.

Action to take: Refer to the MRS Command Reference Manual for information about error replies and diagnostic procedures.

129 - CH=SYS CMD=cc CC REPLY - No Disk Report

Meaning: An error has been detected during MRS diagnostics.

Action to take: Refer to the MRS Command Reference Manual for information about error replies and diagnostic procedures.

130 - CH=SYS CMD=cc CC REPLY - Async CC rcvd

Meaning: The MRS has been physically reset (as opposed to being reset via a software request).

Action to take: Check with your system administrator or check the Transaction Log to determine if the reset was intentional, accidental, or unexplained.

131 - No Buffers available

Meaning: The VIP has run out of buffers to use for the transactions.

Action to take: Shut down and restart the MRS in question. Consult the installation manual for information concerning system loading for your software configuration.

132 - Disk xx is xx percent full

Meaning: The indicated disk is approaching its capacity.

Action to take: Purge the disk.

133 - Message Queue Corrupted

Meaning: The VIP has received a message from a process that is not registered to communicate with it.

Action to take: Check any user function active at the time for possible misdirection of messages.

134 - CH=xx CMD=cccc VSN=yyyy ERR=:zz Play VSN Error

Meaning: The MRS has returned the indicated reply to report an error in playing a VSN. Consult your MRS Command Reference Manual for more information about the indicated reply.

Action to take: If the reply has to do with the existence (or non-existence) of a VSN, refer this information to the system administrator so that person can correct the problem. If the error was a hardware-related error, refer to diagnostic procedures in your MRS Product Manual.

135 - CH=xx CMD=cccc VSN=yyyy ERR=:zz Record VSN Error

Meaning: The MRS has returned the indicated reply to report an error in recording a VSN. Consult your MRS Command Reference Manual for more information about the indicated reply.

Action to take: If the reply has to do with the existence (or non-existence) of a VSN, refer this information to the system administrator so that person can correct the problem. If the error was a hardware-related error, refer to diagnostic procedures in the MRS/Tower Product Manual.

136 - CH=xx STATUS=ss ANI ERROR

Meaning: An ANI hardware error occurred when ANI was in use by the indicated channel. The status code in this message is the status code from the ANI reply.

Action to take: For information about the Meanings of ANI replies, see the MRS Command Reference Manual.

137 - Major Alarm Detected

Meaning: The handshake protocol on the MRS command link has detected a loss of communications with the MRS. This loss of communications usually results in a major alarm.

Action to take: Check the RS-232 cable or Ethernet cable connecting the application processor to the MRS to ensure that it is firmly connected. If this is not the problem, Contact your Nortel service representative.

138 - Failure to write statistics

Meaning: A queue write failed on a statistics process reply, most likely due to an overflow condition on queue traffic.

Action to take: Shut down the MRS in question. Consult the installation manual for information concerning system loading for your hardware configuration.

139 - CMD=AA CH= xx DISK= dd VSN= nnnn ERR:= ee PLX = ss

Meaning: A disk error has occurred while processing a request on channel xx. The error occurred at vsn nn on disk dd, an error of ee. If disk mirroring exists on your system, the status of the mirroring is specified in the code ee.

Action to take: Contact your Nortel service representative.

140 - CMD=BF CH= xx ERR:= ee - Trunk Error

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

141 - CH= xx CMD=eeee VSN- nnnn FAX VSN Err

Meaning: The MRS has returned the indicated reply to report an error in faxing a VSN. Consult your MRS Command Reference Manual for more information about the indicated reply.

Action to take: If the reply has to do with the existence (or non-existence) of a VSN, refer this information to the System Administrator so that person can correct the problem.

142 - CMD=AC E RRR= Err

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

143 - CMD=AC E RRR= Err - MRS is shutting down

Meaning: A power failure has occurred and the MRS will be shutting down.

Action to take: None, your applications will automatically resume execution once the MRS comes back up.

144 - CH= xx - Too many digits buffered

Meaning: More than 64 digits were pressed on channel xx without a digit request being issued by the application.

Action to take: Make sure that your application contains MENU or GDAT cells to collect digits pressed by the user.

145 - CH= xx CMD= cccc Null Pointer

Meaning: The command cccc was issued to channel xx which is not a legal channel.

Action to take: Contact your Nortel service representative.

146 - CH= xx CMD= cccc STATUS=ssss Bad Digit Reply

Meaning: An error has occurred in digit collection.

Action to take: Contact your Nortel service representative.

147 - CH= xx CMD= cccc STATUS=ssss Text to Speech VSN Err

Meaning: The VSN number doesn't exist.

Action to take: Contact your Nortel service representative.

148 - CH= xx CMD= cccc STATUS=ssss Text to Speech Chan Err

Meaning: The channel number is in the wrong range.

Action to take: Contact your Nortel service representative.

149 - CH= xx CMD= cccc STATUS=ssss Text to Speech HWR Err

Meaning: There is a problem with the Text to Speech Board.

Action to take: Contact your Nortel service representative.

Messages 200 To 299: MRS Input And MRS Output Process (MRS)

200 - Process Startup

Meaning: The MRS process has been started.

Action to take: None. Notification only.

201 - Process Shutdown

Meaning: The MRS process has been stopped.

Action to take: None. Notification only.

202 - Cannot Open Queues

Meaning: Initialization failed on the queues for the indicated process.

Action to take: Shut down the whole system and ensure that all queues have been removed (super-user status may be required for this).

203 - NAKd xx Times on buffer

Meaning: The MRS Input process has received a reply that is garbled and exceeds the maximum retry limit in attempting to receive it properly.

Action to take: Check the baud rate setting.

204 - Queue Write to VIP failed

Meaning: A queue write failed on a MRS reply. This is most likely due to an overflow condition on queue traffic.

Action to take: Shut down and restart the MRS in question. Consult the installation manual for information concerning system loading for your hardware configuration.

205 - Queue Write to VTO failed

Meaning: A queue write failed on a MRS reply. This is most likely due to an overflow condition on queue traffic.

Action to take: Shut down and restart the MRS in question. Consult the installation manual for information concerning system loading for your hardware configuration.

206 - Cannot open VSNs File: vsn_file_name

Meaning: An error has been detected in opening the VSN file.

Action to take: Check the permission on the file and make sure that no two MRS'MRS' are using the same file name.

207 - Delete reply - Bad VIP write chan= cc vsn= xxxx

Meaning: A queue write failed on a delete reply. This is most likely due to an overflow condition on queue traffic. The status of the VSN in question will be accurately reflected in the VSNs file; however, this error can cause the delete queue

Action to take: Shut down and restart the MRS in question. Consult the installation manual for information concerning system loading for your hardware configuration.

208 - VSN file access before opened

Meaning: An attempt was made to update the VSN file before it had been successfully opened.

Action to take: The MRS process has been restarted without the VRM having reissued a system_open, or the VSN file open has failed.

209 - Seek failed on valid vsn in VSN file xxxxx

Meaning: An error was detected in accessing the VSNs file.

Action to take: Call Customer Service.

210 - Read failed on valid vsn in VSN file xxxxx

Meaning: An error was detected in accessing the VSN file.

Action to take: Call Customer Service.

211 - Write failed on valid vsn in VSN file xxxxx

Meaning: An error was detected in accessing the VSN file.

Action to take: Call Customer Service.

212 - Write failed on com port

Meaning: A transmission has occurred in writing to a MRS.

Action to take: Check the cable that is being used to communicate with the MRS.

213 - ACK or NAK Write failed to com port

Meaning: A transmission has occurred in writing to a MRS.

Action to take: Check the cable that is being used to communicate with the MRS.

Messages 300 To 399: Pool Manager (PMG)

300 - Startup

Meaning: The pmg process has started up.

Action to take: None. This is not an error message.

301 - Shutdown

Meaning: The pmg process has shut down.

Action to take: None. This is not an error message.

302 - ERROR sending message to PROC. dst_id = %ld

Meaning: The pmg failed while attempting to send a message to PROC.

Action to take: Call Customer Service.

303 - ERROR sending message to CLI. dst_id = %ld

Meaning: The pmg failed while attempting to send a message to the cli.

Action to take: Call Customer Service.

305 - Could not alloc memory for outdial pool

Meaning: Failed to allocate memory for outdial pool data storage.
System resource error.

Action to take: Call Customer Service.

306 - Could not alloc memory for channel %ld

Meaning: Failed to allocate memory for channel data storage. System
resource error.

Action to take: Call Customer Service.

307 - Could not alloc memory for channel link

Meaning: Failed to allocate memory for channel link data storage.
System resource error.

Action to take: Call Customer Service.

308 - Could not alloc memory for request link; lost msg

Meaning: Failed to allocate memory for request link data storage.
System resource error.

Action to take: Call Customer Service.

309 - No such link in pool

Meaning: An operation referenced a channel that does not exist in this
outdial pool.

Action to take: Call Customer Service.

310 - no such pool

Meaning: An operations referenced an outdial pool that does not exist.

Action to take: Call Customer Service.

311 - No free channels to allocate

Meaning: There are no outdial channels available for allocation to an
application that is requesting one. There must be enough
outdial channels for all requests, or at some time, this
message will be logged.

Action to take: Make more outdial channels available in your configuration, or schedule less applications.

312 - Failed to remove a channel link

Meaning: An operation referenced a channel that does not exist in this outdial pool.

Action to take: Call Customer Service.

313 - Channel %ld does not exist in channel array

Meaning: A channels unavailable message from the vrm referenced a channel that had never been available.

Action to take: Call Customer Service.

314 - NULL application name in message

Meaning: Bad interprocess message or corrupt interprocess message.

Action to take: Call Customer Service.

315 - Could not create a pool

Meaning: Failed to allocate memory for outdial pool data storage.

Action to take: Call Customer Service.

316 - Could not delete a pool

Meaning: An outdial pool whose channels were all deassigned could not be deleted and its memory could not be freed.

Action to take: Call Customer Service.

317 - Can not use generic pool name for dedicated pool

Meaning: The Meridian IVR 2.0/I generic outdial pool is named gen_pool. Any other dedicated outdial pool is given the name of its application. That application can not be named gen_pool.

Action to take: Rename the application.

Messages 400 To 499: MRS Resource Manager (VRM)

400 - Process startup

Meaning: The MRS Resource Manager process has begun executing.

Action to take: None. This is not an error message.

401 - Process shutdown

Meaning: The MRS Resource Manager has been shut down.

Action to take: None. This is not an error message.

402 - No more room in DISTRIBUTE queue

Meaning: Too many DISTRIBUTE requests have been made before previous requests have completed. The VRM can hold up to 64 outstanding DISTRIBUTE requests. The queue will overflow under the following conditions:

More than 64 DISTRIBUTE requests were sent at one time to the VRM.

The VIPs, MRSIOs, or MRS are not responding to the current DISTRIBUTE request.

Action to take: Make sure that the VIP and MRSIO processes are still running and that the MRS is still running.

403 - COPY request did not get sent properly to path id xx

Meaning: COPY message could not be sent to the process with the following mail queue id: path id.

Action to take: Call Customer Service.

404 - MRS45 COPY request queue is corrupt

Meaning: The request queue for MRS-45 (MessagePaths) COPIES is in an invalid state. The VRM will shut down immediately after this message is written to the Transaction Log.

Action to take: Contact Customer Service.

405 - Couldn't free buffer!

Meaning: A fatal error has occurred in the VRM where mail buffers could not be freed. The VRM will shut down immediately after this error is written to the Transaction Log.

Action to take: Contact Customer Service.

406 - Resource list for channel xx is corrupt

Meaning: The resource list for the specified channel is in an invalid state. While in this state, the channel may not allocate any resources.

Action to take: Contact Customer Service.

407 - Trunks cannot be allocated for MRS xx, cage xx

Meaning: A trunk resource for outdialing could not be allocated on MRS number xx.

Action to take: Check the system configuration file to make sure that there are enough trunks specified with the direction type OUTPUT for the applications that are being executed.

409 - Illegal OUTDIAL type: xx

Meaning: An illegal outdial request has been made.

Action to take: Call Customer Service.

410 - Error reading system info errno= xx

Meaning: The VRM could not read the sysgen.d file. The VRM will shut down after this message is written to the Transaction Log.

Action to take: Make sure that the sysgen.d file resides in the proper directory and that it is not locked.

411 - Error reading vru info errno= xx

Meaning: The VRM could not read the sysgen.d file. The VRM will shut down after this message is written to the Transaction Log.

Action to take: Make sure that the file is not locked.

412 - Error opening VSN file: filename

Meaning: The VRM could not open a VSN file. The VRM will shut down after this message is written to the Transaction Log.

Action to take: Make sure that vsn1.data, vsn2.data, vsn3.data, and vsn4.data reside in the sys_files directory located in the base directory of Meridian IVR 2.0/I.

414 - Couldn't read VSN info from file: errno= xx

Meaning: The VRM could not read a VSN file. The VRM will shut down after this message is written to the Transaction Log.

Action to take: Make sure that the file is not locked.

415 - Ran out of free buffers.

Meaning: A fatal error has occurred - the VRM cannot allocate any more mail buffers. The VRM will shut down after this message is written to the Transaction Log.

Action to take: Contact Customer Service.

416 - Cannot access MRS controlled by VIP xx

Meaning: A request has been sent to a MRS that never booted.

Action to take: Make sure that the specified MRS is operational.

417 - Couldn't allocate free buffer pool

Meaning: The VRM could not allocate the memory needed by its internal structures. The VRM will shut down after this message is written to the Transaction Log.

Action to take: Contact Customer Service.

418 - Couldn't initiate link with CLI

Meaning: The VRM could not establish a communication path with the CLI process. The VRM will shut down after this message is written to the Transaction Log.

Action to take: Contact Customer Service.

419 - Couldn't initiate link with SAD

Meaning: The VRM could not establish a communication path with the SAD (System Administration) process. The VRM will shut down after this message is written to the Transaction Log.

Action to take: Contact Customer Service.

420 - Couldn't initiate link with VFS

Meaning: The VRM could not establish a communication path with the VFS process. The VRM will shut down after this message is written to the Transaction Log.

Action to take: Contact Customer Service.

421 - Couldn't initiate link with PLF

Meaning: The VRM could not establish a communication path with the PLF (Prompt Loading Facility) process. The VRM will shut down after this message is written to the Transaction Log.

Action to take: Contact Customer Service.

422 - Couldn't initiate link with CSC

Meaning: The VRM could not establish a communication path with the CSC process. The VRM will shut down after this message is written to the Transaction Log.

Action to take: Contact Customer Service.

423 - Couldn't initiate link with PMG

Meaning: The VRM could not connect to the pool manager process. Meridian IVR 2.0/I will not start in this event. Check that the pmg binary is in the exe directory, and that it is executable. If this is unsuccessful,

Action to take: Check that the pmg binary is in the exe directory, and that it is executable. If this is unsuccessful, contact Customer Service.

424 - Couldn't initiate link with VIP xx

Meaning: The VRM could not establish a communication path with a VIP process. The VRM will shut down after this message is written to the Transaction Log.

Action to take: Contact Customer Service.

425 - COPY queue for MRS xx is corrupt

Meaning: The queue for COPY requests for the specified MRS is in an invalid state.

Action to take: Contact Customer Service.

426 - OTHER queue for MRS xx is corrupt

Meaning: The queue for system channel requests for the specified MRS is in an invalid state.

Action to take: Contact Customer Service.

427 - Network hardware is not available to MRS xx

Meaning: The physical link to a networking device (SafePaths, MessagePaths) is not present and the user specified the use of a networking device in the sysgen.d file. The system will continue to run under this condition; however, prompt and message distribution cannot be made to the specified MRS.

Action to take: Check the SCSI link from the networking device to the specified MRS.

428 - Couldn't reset MRS controlled by VIP xx

Meaning: The specified MRS did not boot successfully. The system will continue to run under this condition; however, no calls can be serviced by the specified MRS.

Action to take: Make sure that the specified MRS is operational.

429 - Alloc for channels available info was unsuccessful

Meaning: The VRM could not find enough memory for an internal data structure. The VRM will shut down after logging this message.

Action to take: Contact Customer Service.

430 - Command xx for channel xx was REJECTED by VRM

Meaning: The VRM received an illegal request for the specified channel.

Action to take: Make sure that the process that made the request has initialized the specified channel.

431 - Command xx for channel xx was REJECTED by VIP xx

Meaning: The specified VIP has received an illegal request for the specified channel.

Action to take: This reply does not in itself indicate an error condition, since queuing delays can cause commands and replies to lose synchronization occasionally. But if this symptom is detected in conjunction with other problems, include it in any report to Customer Service.

432 - Free list for rsrc xx subtype xx is corrupted

Meaning: The resource type with subtype listed in the message has a corrupt queue. Consequently, free resources cannot be added to the system. The VRM will continue to run in this situation. However, the number of free resources of this type may begin to decrease over time and eventually a restart of the software may be necessary.

Action to take: Contact Customer Service.

433 - Couldn't allocate a VSN on MRS xx

Meaning: There are no more VSNs available for recording messages.

Action to take: Purge the disk or disks on the specified MRS.

434 - Couldn't allocate a buffer

Meaning: The VRM cannot allocate any more mail buffers and will shut down after this message is logged.

Action to take: Contact Customer Service.

435 - Got response xx from VIP xx w/o a previous request

Meaning: The VRM received an unexpected response from the specified VIP.

Action to take: Contact Customer Service.

436 - ANI trunks active in MRS xx 55 Subsys xx, no paths

Meaning: The user has configured the trunk boards in the specified MRS to be ANI boards, but there are no common audio paths available to support these trunk boards. The system will continue to run under this condition. However, calls cannot be serviced on the trunks that are configured as ANI.

Action to take: Check the number of reserved audio paths for the specified MRS.

438 - Error opening trunk_init.d errno= xx

Meaning: The VRM could not open the trunk initialization file trunk_init. d. The VRM will shut down after logging this message.

Action to take: Check to see that the trunk_init.d file exists in the ../sys_files directory.

439 - Error reading trunk init info errno= xx

Meaning: The VRM could not read the trunk initialization file trunk_init. d. The VRM will shut down after logging this message.

Action to take: Make sure the file is not locked.

440 - Wait list for rsrc xx subtype xx is corrupted

Meaning: The queue for pending resource requests of the types listed is in an invalid state.

Action to take: Contact Customer Service.

441 - Illegal rsrc xx subtype xx was specified

Meaning: A request for an invalid resource was made.

Action to take: Contact Customer Service.

442 - Unreserving rsrc xx subtype xx while in use

Meaning: An attempt has been made to free a resource that is still being utilized by another channel or channels. The request for freeing the specified resource will not be executed.

Action to take: Make sure that no channels are using the resource before freeing it.

443 - Rsrc xx subtype xx is already free

Meaning: The queue for free resources of the specified type is in an invalid state.

444 - Disk xx on vru xx is full

Meaning: No more messages can be saved on the specified disk.

Action to take: Purge the disk.

445 - Couldn't allocate memory for prompt stat list

Meaning: There is not enough memory available for an internal data structure. The VRM will shut down after logging this message.

Action to take: Contact your Nortel service representative.

446 - No more room in handle list for channel number

Meaning: An internal data structure is full. The VRM will continue to run. However, prompts that are currently being installed through the PLF may not play back properly.

Action to take: Contact your Nortel service representative.

447 - Prompt number could be interrupted during play

Meaning: An internal data structure is full. The VRM will continue to run. However, prompts that are currently being installed through the PLF may not play back properly.

Action to take: Contact your Nortel service representative.

448 - Timer number was not requested by the vrm

Meaning: The UTM process sent an illegal message to the VRM.

Action to take: Contact your Nortel service representative.

449 - Couldn't initiate link with TMR

Meaning: The VRM could not establish a communication path with the TMR process. The VRM will shut down after this message is written to the Transaction Log.

Action to take: Contact Customer Service.

450 - Trunk tt on MRS vv does not support ANI

Meaning: The user specified a trunk initialization type of ANI1, ANI2, ANI3, or ANI4 for trunk tt through the System Configuration Manager (SCM), however this trunk does not physically contain this capability.

Action to take: If you do not wish to initiate calls with MF detection, change the trunk initialization type specified for the trunk in the SCM. Otherwise make sure the specified trunk is configured properly in the MRS.

451 - Couldn't allocate memory for res rr subtype ss: structure type

Meaning: There is not enough memory available for an internal data structure. The VRM will continue to operate, however no resources of the type listed will be available to the applications running.

Action to take: Contact your Nortel service representative.

452 - No memory allocated for res rr subtype ss: structure type

Meaning: A request was made for a resource that the VRM has no knowledge about.

Action to take: Contact your Nortel service representative.

453 - No rsrsrcs available of type rr subtype ss

Meaning: A request was made for a resource that does not exist in the system.

Action to take: Make sure that the MRS(s) connected to your application processor contain the proper resources.

454 - Error reading trunk info errno_ee

Meaning: The VRM could not read the sysgen.d file. The VRM will shut down after this message is written to the transaction log.

Action to take: Make sure the sysgen.d file resides in the proper directory and that it is not locked.

456 - Could not get vocabulary type and id

Meaning: Could not match an existing vocabulary with one that actually exists on the voice recognition board.

Action to take: Verify that a mrvv.config file exists in the sys_files directory, and that it matches what is actually loaded on the voice recognition board. In addition, check that the tokens used in mrvv.config match the tokens in the xae.lng file.

457 - ERROR sending message to PMG :

Meaning: The vrm failed while attempting to send a message to the PMG.

Action to take: Contact your Nortel service representative.

Messages 500 To 518: SQL Database Server (QDS)

500 - Process Startup

Meaning The SQL database server process has started.

Action to take None. This is not an error message.

501 - Process Shutdown

Meaning The SQL database server process has been shut down.

Action to take None. This is not an error message.

**502 - IPC Send Fail (merror=MMMM, errno=UUUU):
process_name**

Meaning An attempt to send a message from the QDS to the process specified failed. The UNIX error number is UUUU, the message library error number is MMMM.

Action to take This is a serious condition indicating the Interprocess communications through the operating system are failing. Bring the system down and restart.

503 - IPC partial Receive: Command=0x%08lx

Meaning The previous SQL request was only partially received. The first part is not acted upon and the application will take the ERROR branch from the cell.

Action to take Examine the overall load and number of dataservers currently running on the system.

504 - Illegal Command Received. (Cmd=%lx, src=%ld)

Meaning An illegal command was sent to the QDS.

Action to take The QDS exits on its own.

505 - Message from unknown source. Qid=%ld

Meaning A command was send from an unknown client.

Action to take The QDS exits on its own.

506 - Trace Enabled: filename

Meaning The qds will provide trace information in the file specified.

Action to take (none)

507 - Trace Disabled

Meaning The qds has stopped tracing information.

Action to take (none)

508 - Extended Diags Enabled:

Meaning The qds will provide detailed diagnostics in the file specified.

Action to take (none)

509 - Extended Diags Disabled

Meaning The qds has stop providing detailed diagnostics.

Action to take (none)

510 - Caught Unix Signal %ld, Aborting.

Meaning An erroneous UNIX signal has been trapped by the qds.

Action to take The qds exits on its own.

511 - No SQL Data Server: RDBMS

Meaning The specified database type is not supported (INGRES, ORACLE, SYBASE, INFORMIX)

Action to take Modify the default cell of the offending application and specify a supported RDBMS.

512 - Cannot Access SQL Data Server: servername (RDBMS)

Meaning The servername (ids, ods, fds, sds) executable is missing from the exe directory.

Action to take Re-install SQLeasy.

513 - Cannot Execute SQL Data Server: servername (RDBMS)

Meaning The servername (ids, ods, fds, sds) executable has the wrong permissions.

Action to take Re-install SQLeasy.

514 - Abnormal Exit (qid=xxxx): classname

Meaning The SQL process with the classname specified has exited on its own.

Action to take The qds shuts itself down.

515 - Max number of servers have been started: servername (RDBMS)

Meaning The licensed number of SQLeasy servers for the particular type has been exceeded.

Action to take Increase the licenses or lower the count in the default cells of the applications that use the RDBMS in question.

516 - SQL option not enabled for dbms type: RDBMS

Meaning There are no licenses for the specified RDBMS.

Action to take Acquire a license.

517 - No resources to handle request: Command=0x%lx

Meaning There is not enough built-in queues for the QDS to buffer requests to GDS processes.

Action to take Increase the number of GDS processes.

Messages 600 To 699: System Administration Interface (SAI)

600 - SAI: Startup

Meaning: The SAI process has been started.

Action to take: None. Notification only.

601 - SAI: Shutdown

Meaning: The SAI process has been stopped.

Action to take: None. Notification only.

602 - SAI: Unknown CLI response:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

603 - SAI: Unknown DBS response:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

604 - SAI: ERR:OR sending message to CLI:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

605 - SAI: ERR:OR sending message to DBS:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

606 - SAI: Message Block Allocation Error...

Meaning: The SAI cannot allocate the memory necessary to contain the contents of messages to be sent to or received from other processes.

Action to take: Contact your Nortel service representative.

607 - SAI: Error reading message queue. Code= xx

Meaning: An error occurred while attempting to retrieve a message from another process. The code number indicates the problem.

Action to take: Contact your Nortel service representative.

608 - SAI: Message from Unknown Source. ID= xx

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

609 - Miscellaneous messages that are generated by the SAI when a request made by the user results in a failure.

Meaning: Some examples of possible messages are:
Application appl_name could not be loaded, already loaded.
Channel chan_num could not be assigned to application name appl_name.

Action to take: Consult the Application Management screen to make sure that the proper applications are loaded and the appropriate channels are assigned.

Messages 700 To 799: Statistics Process (UST)

700 - Process Startup

Meaning: The UST process has been started.

Action to take: None. Notification only.

701 - Process Shutdown

Meaning: The UST process has been stopped.

Action to take: None. Notification only.

702 - Info-

Meaning: Various pieces of additional information that are logged after message 709 missing call record.

Action to take: Contact your Nortel service representative.

703 - Cannot Open Queues

Meaning: Initialization failed on the queues for the indicated process.

Action to take: Shut down the whole system and ensure that all queues have been removed. Super-user status may be required to do this.

704 - Cannot Open Statistic Files

Meaning: The statistics process encountered an error while trying to open the statistics log files for update.

Action to take: Check the permissions on the statistics files to make sure that they are accessible by Meridian IVR 2.0/I. If the problem persists, Contact your Nortel service representative.

705 - Queue Write Failed

Meaning: A queue write failed on a UST reply. This is most likely due to an overflow condition on queue traffic.

Action to take: Shut down and restart the whole system. Consult the installation manual for information concerning system loading for your hardware configuration.

706 - File Write Failed

Meaning: The statistics process encountered an error while trying to write to one of the statistics log files.

Action to take: Check the permissions on the statistics files to make sure that they are accessible by Meridian IVR 2.0/I. If the problem persists, Contact your Nortel service representative.

707 - Cannot Set signal Handler

Meaning: An error has occurred in setting the signal handlers for alarm and shutdown.

Action to take: Contact your Nortel service representative.

708 - Message from unexpected Source

Meaning: A process statistics message has been received from a process that was not in the timer service list.

Action to take: Check any user functions that were active at the time to see if they may have misdirected any messages.

709 - Missing Call record from VIP

Meaning: The call statistics records received by the UST were out of sequence or contained gaps. This generally occurs only as a result of queue overflow.

Action to take: Contact your Nortel service representative.

Messages 800 To 899: Database Server (DBS)

800 - Process Startup

Meaning: The DBS process has been started.

Action to take: None. Notification only.

801 - Process Shutdown

Meaning: The DBS process has been stopped.

Action to take: None. Notification only.

802 - Process Shutdown: Major Failure

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

803 - Cannot Create DBS file: filename

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

804 - Cannot Create Extension Table:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

805 - Cannot find DBS EXCH Lookup Table:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

806 - Cannot Allocate necessary table space

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

807 - Error reading message queue. Code= xx

Meaning: An error occurred while attempting to retrieve a message from another process. The code number indicates the problem.

Action to take: Contact your Nortel service representative.

808 - Cannot Open DBS File: filename

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

809 - Cannot Open DBS EXCH Lookup Table:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

810 - Cannot Open DBS EXCH Lookup Table:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

811 - Database READ ERR:OR:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

812 - Cannot register a path to:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

813 - Database SEEK ERR:OR:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

814 - Error sending response message

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

815 - Database WRITE ERR:OR:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

816 - Cannot write to EXCH Lookup file:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

817 - Cannot write to EXCH Lookup file:

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

818 - Cannot open DBS.tpl file: filename

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

819 - Cannot close DBS.tpl file: filename

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

820 - Cannot read DBS .tpl file: filename

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

821 - Cannot write DBS .tpl file: filename

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

822 - DBS significant digits missing: db_name

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

823 - DBS significant digits out of range: db_name

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

824 - DBS significant digits not needed: db_name

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

825 - Invalid value passed to dbs_pow 10 ()

Meaning: Internal to code. No Meaning for user.

Action to take: Contact your Nortel service representative.

Messages 900 To 999: Voice File Transfer Process (VFT)

900 - Process Startup

Meaning: The VFT process has started up successfully.

Action to take: None. Notification only.

901 - Process Shutdown

Meaning: The VFT process has stopped successfully.

Action to take: None. Notification only.

902 - Ran out of free buffers.

Meaning: The VFT process has run out of internal storage buffers to process requests.

Action to take: Contact your Nortel service representative.

903 - Host, TCP, or FTP information not found

Meaning: The VFT process was unable to get information about the destination host, TCP/IP or the FTP service. This is the first of three lines describing an error. More information is available in entries 905 and 906.

Action to take: See 904 and 905 below for Action to take.

904 - -hp = xxxx, pp = yyyy, sp = zzzz.

Meaning: This is the second line of a problem which occurred during a file transfer attempted by the VFT process. If the value "xxxx" is 0, then the problem was obtaining information about the destination host. If the value "yyyy" is 0, the problem was obtaining information about the TCP/IP protocol. If the value "zzzz" is 0, the problem was obtaining information about the FTP service.

Action to take: If the problem is with the destination host, verify that the MRS being transferred to is in the “/etc/hosts” file and that the same name or an alias is being used in the system configuration. If your application processor is running Yellow Pages[®] (YP), check with your network administrator to determine if the MRS’s host name is in the YP database.

If the problem is with TCP/IP, check the protocols database contained in the file /etc/protocols for an entry for tcp.

If the problem is with the FTP service, check the services database contained in /etc/services for an entry for ftp which will look similar to the line below:

ftp 21/tcp

905 - Hostname = xyz

Meaning: Indicates the host name that was being referenced when an error occurred. This line will appear in the log after an error 903 or 913. In the case of an error 903, it indicates what the VFT process considers the destination hostname. In the case of an error 913, it indicates what the VFT process considers the application processors hostname.

Action to take: Verify that the hostname specified is in the /etc/hosts file. If this is not the name you would expect (especially in the case of 903 error) check the System Configuration to see that the host name of the MRS’ have been correctly specified.

906 - socket() system call failed, errno = xxxx

Meaning: There has been an error in creating a TCP/IP socket.

Action to take: Contact customer service. Include in your description of the error the value of “xxxx”.

907 - connect() system call failed, errno = xxxx

Meaning: There has been a problem encountered in connecting to the FTP service on the destination MRS.

Action to take: The FTP service, or the MRS node are not available. Attempt to reboot the MRS in order to correct the problem. If the problem persists, contact customer service. Include in your description of the error the value of “xxxx”.

908 - listen() system call failed, errno = xxxx

Meaning: There is a problem in listening for connection to a TCP/IP socket.

Action to take: Contact customer service. Include in your description of the error the value of “xxxx”.

909 - Error in FTP reply. Expected xxxx. Received yyyy

Meaning: There has been a problem transferring data to the MRS.

Action to take: Contact customer service. Include in your description of the error the value of “xxxx” and “yyyy”.

910 - Error sending FTP command, errno = xxxx

Meaning: There has been a problem sending FTP commands to the MRS. This error will be accompanied by error 911.

Action to take: Refer to error 911 for Action to take.

911 - -FTP Command =

Meaning: This error is associated with a previous error 910 indicating an error issuing an FTP command. This error details the FTP command that resulted in the error.

Action to take: Contact customer service. Include in your description the FTP command that caused the failure.

912 - Unable to get hostname, errno = %d.

Meaning: An error occurred when attempting to get the application processor’s host name.

Action to take: Contact customer service. Include in your description of the error the value of “xxxx”.

913 - Unable to get host info, errno = %d.

Meaning: The application processor's host name could not be found in the host database /etc/hosts or in the Yellow Pages database (if YP is being used).

Action to take: Verify that the host name assigned to the application processor is included in the /etc/hosts file. This can be done by issuing a hostname command at a shell prompt and checking for the name returned in /etc/hosts.

914 - bind of port xxxx->yyyy failed, errno = zzzz.

Meaning: Another daemon is using the port numbers that VFT expects to be able to use.

Action to take: Contact customer service. Include in your description of the error the values "xxxx", "yyyy" and "zzzz".

915 - accept() system call failed, errno = xxxx.

Meaning: An error occurred in issuing of the accept() system call.

Action to take: Contact customer service. Include in your description of the error the value of "xxxx".

916 - Bytes written not equal to bytes read.

Meaning: A problem has occurred writing to the socket connected to the MRS or writing to the file on the application processor.

Action to take: Contact customer service. Include in your description of the error the values "xxxx", "yyyy" and "zzzz".

917 - -wrote xxxx & read yyyy bytes, errno = zzzz

Meaning: This entry in the transaction log should occur after a 916 error and includes additional information to help diagnose the problem.

Action to take: Contact customer service. Include in your description of the error the values "xxxx", "yyyy" and "zzzz".

918 - Error on read() or write().

Meaning: An error has occurred in the transfer of data between the application processor and a MRS. The error was in the read() or write() system call.

Action to take: Contact customer service. Include in your description of the error the values “xxxx”, “yyyy” and “zzzz”.

919 - -wrote xxxx & read yyyy bytes, errno = zzzz

Meaning: This entry in the transaction log should occur after a 918 error and includes additional information to help diagnose the problem.

Action to take: Contact customer service. Include in your description of the error the values “xxxx”, “yyyy” and “zzzz”.

920 - open() system call failed, errno = xxxx.

Meaning: An error occurred opening the file that is to be transferred from the application processor to the MRS.

Action to take: Verify that the file being transferred really exists. If it does or if it is not a file you specifically requested to transfer, call customer service. The file being transferred is listed in transaction log entry 922.

921 - creat() system call failed, errno = xxxx.

Meaning: An error has occurred creating the destination for the file that will be received by the application processor from the MRS.

Action to take: Verify that the directory the file is going to be created in exists and that Meridian IVR 2.0/I has permission to create files in that directory. Also check to see if a file by the same name already exists and if so that Meridian IVR 2.0/I has permission to write the file. The file to be created is listed in transaction log entry 922.

922 - -Filename =

Meaning: This entry in the transaction log is associated with a previous entry in the log (either 920 or 921). This entry indicates the file that caused the problem.

Action to take: Refer to the previous VFT transaction log entry for Action to take.

923 - Illegal request.

Meaning: An illegal file transfer request was received by the VFT.

Action to take: Refer to transaction log entry description 924 for Action to take.

924 - -cmd = xxxx, chnl = yyyy, flags = zzzz

Meaning: This entry in the transaction log is associated with a previous 923 entry in the log. It contains additional information that can be used in diagnosing the problem.

Action to take: Contact customer service. Include in your description of the error the values “xxxx”, “yyyy” and “zzzz”.

925 - REQUEST_FAIL:

Meaning: If any problems occurred other than an illegal request (923), then this entry in the transaction log would occur indicating that overall, the file transfer request has failed.

Action to take: Refer to transaction log entry description 926 for Action to take.

926 - -OP:www, HOST:xxxx, LOCAL_FILE:yyyy, REMOTE_FILE:zzzz

Meaning: This Transaction Log entry is associated with a previous 925 entry and provides information that can be used in diagnosing the problem.

Action to take: This entry is provided for additional information and will always be associated with a previous 925 entry as well as some other VFT entry in the transaction log. If the description of the other entry indicates any other information, when you call customer service, then also provide the information in this entry to customer service, otherwise, use this information in helping to diagnose the problem.

927 - setsockopt() failed, errno = xxxx

Meaning: A setsockopt() system call has failed.

Action to take: Contact customer service. Include in your description of the error the value of “xxxx”.

Messages 1000 To 1099: User Function Process (USR)

1000 - USR: xx Startup

Meaning: The indicated user function has been started.

Action to take: None. Notification only.

1001 - USR: xx Shutdown

Meaning: The indicated user function has been stopped.

Action to take: None. Notification only.

1002 - User specified messages

Meaning: The indicated message is a user related.

Action to take: None. Notification only.

1003 - Error reading message queue. Code= cccc

Meaning: An error occurred while attempting to retrieve a message from another process. The code cccc indicates the problem

Action to take: Contact your Nortel service representative.

Messages 1100 To 1199: Call Scheduler (CSC)

1100 - Process startup

Meaning: The CSC process has been started.

Action to take: None. Notification only.

1101 - Process shutdown

Meaning: The CSC process has been stopped.

Action to take: None. Notification only.

1102 - Error reading csc_events file errno= number

Meaning: The CSC could not read the file that contains events to be scheduled. The CSC will shut down after writing this message to the Transaction Log.

Action to take: Make sure that the csc_events file has the appropriate permissions.

1103 - Error opening csc_events file errno= number

Meaning: The CSC could not open the file that contains the events to be scheduled.

Action to take: Make sure that ../sys_files/csc_events is not locked and that it has read/write privileges for everyone.

1104 - Error opening /tmp/csc_events.tmp file errno= number

Meaning: The CSC could not open the file that temporarily contains events to be scheduled the next time that the CSC comes up.

Action to take: Make sure that /tmp/csc_events.tmp is not locked and that it has read/write privileges for everyone.

1105 - Couldn't initiate link with CLI

Meaning: The CSC could not establish a communication path with the CLI process. The CSC will shut down after this message is written to the Transaction Log.

Action to take: Contact Customer Service.

1106 - Couldn't initiate link with TMR

Meaning: The CSC could not establish a communication path with the TMR process. The CSC will shut down after this message is written to the Transaction Log.

Action to take: Contact Customer Service.

1107 - Error reading message queue, errno= number

Meaning: An error occurred during an attempt to retrieve a message from another process. The code number indicates the problem.

Action to take: Contact Customer Service.

1108 - Unknown CLI command: number

Meaning: The CSC has received the indicated command, but is unable to recognize it.

Action to take: Contact Customer Service.

1109 - Couldn't allocate a channel

Meaning: A request has been made to use an outdial trunk on the system. However, all available outdial trunks are in use.

Action to take: (1) Go to the Trunk Configuration screen in the System Administration Interface of Meridian IVR 2.0/I. (2) Make sure that at least one trunk is configured as an output trunk. When this message appears, as long as there is at least one output trunk in the system, the CSC will attempt to request an output trunk every minute until it is successful. If you receive many of these messages, you might want to consider configuring more of your trunks as output trunks.

1110 - Couldn't send cmd number to CLI, errno= number

Meaning: An internal error occurred while sending the command to the CLI. The error number indicates the problem.

Action to take: Contact your Nortel service representative.

1111 - Application is not LOADED: application_name

Meaning: The specified application has been scheduled to start, but the scheduler process could not start it because it has not been loaded.

Action to take: Go to the Application Management screen in the System Administration Interface and load the application.

1112 - Application application_name could not be invoked

Meaning: The specified application could not be executed.

Action to take: Contact your Nortel service representative.

1113 - Couldn't allocate memory for event

Meaning: The CSC did not have the memory necessary to allocate an internal data structure. The CSC will continue to run, however the event will not be scheduled.

Action to take: Contact your Nortel service representative.

1114 - No more request IDs, event not scheduled.

Meaning: The user has attempted to schedule more than 65535 events without any events being delivered.

Action to take: Contact your Nortel service representative.

Messages 1200 To 1299: Prompt Loading Facility (PLF)

1200 - Process Startup

Meaning: The PLF process has been started.

Action to take: None. Notification only.

1201 - Process Shutdown

Meaning: The PLF process has been stopped.

Action to take: None. Notification only.

1202 - Unexpected mail: xx from path xx

Meaning: A message was received by the PLF from a process that was not expected to send a message.

Action to take: Contact your Nortel service representative.

1203 - Unable to set up user interface

Meaning: Data corruption has occurred in the user interface data area.

Action to take: Contact your Nortel service representative.

1204 - Cannot open PLF queue: vpf error code= xx

Meaning: Initialization failed on the queue for the PLF process.

Action to take: Stop Meridian IVR 2.0/I and ensure that all queues have been removed. Super-user status may be required to do this.

1205 - Cannot open VRM queue: vpf error code= xx

Meaning: Initialization failed on the queue for the VRM process.

Action to take: Stop Meridian IVR 2.0/I and ensure that all queues have been removed. Super-user status may be required to do this.

1206 - Cannot open CLI queue: vpf error code= xx

Meaning: Initialization failed on the queue for the CLI process.

Action to take: Stop Meridian IVR 2.0/I and ensure that all queues have been removed. Super-user status may be required to do this.

1207 - No appropriate reply handler for xx

Meaning: An expected message was received at an unexpected time.

Action to take: This message occurs when someone selects a channel for use by the PLF and that channel is already running an application. If this is not the case, Contact your Nortel service representative.

Messages 1300 To 1399: System Administration Process (SAD)**1300 - Startup**

Meaning: The SAD process has been started.

Action to take: None. Notification only.

1301 - Shutdown

Meaning: The SAD process has been stopped.

Action to take: None. Notification only.

1302 - Error sending message to CLI: command_name

Meaning: An internal error occurred while sending command_name to the cli.

Action to take: Contact your Nortel service representative.

1303 - Error sending message to DBS: command_name

Meaning: An internal error occurred while sending command_name to the DBS.

Action to take: Contact your Nortel service representative.

1304 - Error broadcasting message to clients: command_name

Meaning: An internal error occurred while sending command_name to the SAI(s) that are running.

Action to take: Contact your Nortel service representative.

1305 - Message block allocation error...

Meaning: The SAD cannot allocate the memory needed to contain the contents of messages to be sent to or received from other processes.

Action to take: Contact your Nortel service representative.

1306 - Error reading message queue. Code = number

Meaning: An error occurred during an attempt to retrieve a message from another process. The code number indicates the problem.

Action to take: Contact your Nortel service representative.

1307 - Message from unknown source. ID=qq

Meaning: SAD received message from an unknown process with the IPC queue ID of qq.

Action to take: Contact your Nortel service representative.

1308 - Unknown CLI response: reply_name

Meaning: The reply reply_name is not a response that the sad can process.

Action to take: Contact your Nortel service representative.

1309 - Unknown DBS response: reply_name

Meaning: The reply reply_name is not a response that the sad can process.

Action to take: Contact your Nortel service representative.

1310 - INFO

Meaning: Various informational messages from the SAD process.

Action to take: None. Notification only.

1311 - ERR:OR

Meaning: Various error messages from the SAD process resulting from illegal requests issued by the user through the SAI.

Action to take: Make sure that the correct applications are loaded and the appropriate channels assigned on the Application Management screen.

1312 - Error sending message to QDS: command-name

Meaning: An internal error occurred while sending command_name to the QDS.

Action to take: Contact your Nortel service representative.

1313 - Bad User Function (errno=error_code):user function name

Meaning: The user function indicated could not be started.

Action to take: Verify that the user function indicated in the exe directory.
Also verify that the user function runs by invoking it from the command line as follows:

```
user_func -i
```

where user_func is the name of the executable user function.

Messages 1400 To 1499: Graphical System Monitor (XAI)

1400 - Process startup

Meaning: The XAI process has been started.

Action to take: None. Notification only.

1401 - Process shutdown

Meaning: The XAI process has been stopped.

Action to take: None. Notification only.

1402 - Message block allocation error...

Meaning: The XAI cannot allocate the memory needed to contain the contents of messages to be sent to or received from other processes.

Action to take: Contact your Nortel service representative.

1403 - Error reading message queue. Code = number

Meaning: An error occurred during an attempt to retrieve a message from another process. The code number indicates the problem.

Action to take: Contact your Nortel service representative.

1404 - Message from unknown source. ID=qq

Meaning: XAI received message from an unknown process with the IPC queue ID of qq.

Action to take: Contact your Nortel service representative.

1405 - Cannot open SAD queue: vpf error code= ee

Meaning: The XAI could not establish a communication path with the SAD process. Error code ee indicates the cause of the problem. The XAI will shut down after writing this problem to the transaction log.

Action to take: Contact your Nortel service representative.

1406 - No appropriate reply handler for command-code

Meaning: An expected message was received at an unexpected time.

Action to take: This message occurs when someone selects a channel for use by the XAI and that channel is already running an application. If this is not the case, Contact your Nortel service representative.

Messages 1500 To 1599: System Application Monitor Process (SAM)

1500 - Process startup

Meaning: The SAM process has been started.

Action to take: None. Notification only.

1501 - Process shutdown

Meaning: The SAM process has been stopped.

Action to take: None. Notification only.

1502 - Couldn't initiate link with CLI.

Meaning: The SAM could not establish a communication path to the CLI. The SAM will shut down after writing the message to the transaction log.

Action to take: Contact your Nortel service representative.

1503 - Error sending message to CLI. Error= ee Msg= mm

Meaning: An internal error occurred while sending the command to the CLI. Error code ee indicates the cause of the problem.

Action to take: Contact your Nortel service representative.

1504 - Error receiving message Error= ee

Meaning: An error occurred during an attempt to receive a message from another process. Error code ee indicates the cause of the problem.

Action to take: Contact your Nortel service representative.

1505 - Message from unknown source. ID=qq

Meaning: SAM received a message from an unknown process with the IPC queue ID of qq.

Action to take: Contact your Nortel service representative.

Messages 1600 To 1699: Alternate Error Handling Process (UEH)**1600 - Process startup**

Meaning: The UEH process has been started.

Action to take: None. Notification only.

1601 - Process shutdown

Meaning: The UEH process has been stopped.

Action to take: None. Notification only.

1603 - Error receiving message Error= ee

Meaning: An error occurred during an attempt to receive a message from another process. Error code ee indicates the cause of the problem.

Action to take: Contact your Nortel service representative.

1604 - Message from unknown source. ID=qq

Meaning: UEH received a message from an unknown process with the IPC queue ID of qq.

Action to take: Contact your Nortel service representative.

Messages 1700 To 1799: Graphical Prompt Manager (XPM)**1700 - Process startup**

Meaning: The XPM process has been started.

Action to take: None. Notification only.

1701 - Process shutdown

Meaning: The XPM process has been stopped.

Action to take: None. Notification only.

1702 - Unexpected mail: xx from path xx

Meaning: A message was received from the XPM from a process that was not expected to send a message

Action to take: Contact your Nortel service representative.

1703 - Unable to set up user interface.

Meaning: Data corruption has occurred in the user interface data area.

Action to take: Contact your Nortel service representative.

1704 - Cannot open queue to self:vpf error code= ee

Meaning: Initialization failed on the queue for the XPM process.

Action to take: Contact your Nortel service representative.

1705 - Cannot open VRM queue: vpf error code= ee

Meaning: The XPM could not establish a communication path with the VRM process. Error code ee indicates the cause of the problem. The XPM will shut down after writing this problem to the transaction log.

Action to take: Contact your Nortel service representative.

1706 - Cannot open CLI queue: vpf error code= ee

Meaning: The XPM could not establish a communication path with the CLI process. Error code ee indicates the cause of the problem. The XPM will shut down after writing this problem to the transaction log.

Action to take: Contact your Nortel service representative.

1707 - No appropriate reply handler for command code

Meaning: An expected message was received at an unexpected time.

Action to take: This message occurs when someone selects a channel for use by the PLF and that channel is already running an application. If this is not the case, Contact your Nortel service representative.

Messages 1800 - 1899: Terminal Resource Server (TRS)

o ERR: Unable to reset application environment

Meaning: TRS was unable to reset the 3270 system.

Action to take: Stop Meridian IVR 2.0/I. Make sure the 3270 board has been downloaded correctly. The download command should be included in the .profile file. If the TRS is running on a Motorola system, make sure both the SNA and the session manager are running.

o ERR: Unable to load configuration file

Meaning: TRS was unable to load the configuration file trs.conf.

Action to take: Syntax error in trs.conf under 3270 directory, revise it.

o ERR: Failed to startup VT100 Server

Meaning: TRS was unable to reset the vt100 system.

Action to take: Check the existence of the file ../vt100/vt100.ctl. Make sure its format is correct. Look at ../vt100/vt100.log to make sure that the communication ports have been opened successfully. Also make sure the communication device is properly defined.

o ERR: VT100 Server startup

Meaning: VT100 Server has been started up.

Action to take: None. Notification only.

o ERR: Create_3270_objects

Meaning: TRS was unable to create or initialize the session, board or process data structure.

Action to take: Contact your Nortel service representative.

o ERR: Create_screen_templates

Meaning: TRS was unable to open a screen template file or found a syntax error in the screen template files.

Action to take: Check the screen template files. Make sure they are syntax error free, readable text files.

o ERR: Create_action_templates

Meaning: TRS was unable to open an action template file or found a syntax error in the action template files.

Action to take: Check the correctness of action template files. Make sure they are syntax error free, readable text files.

o ERR: Order_templates

Meaning: The screen templates referenced in the action templates were not found.

Action to take: Create the appropriate screen templates.

o ERR: Load_runtime_config

Meaning: TRS was unable to load the configuration file trs.conf.

Action to take: Syntax error in trs.conf, revise it.

o ERR: Check_action_template

Meaning: TRS was unable to find the reset or logout action templates defined in the header of an action template.

Action to take: Check and create the appropriate action templates.

o ERR: All communication boards are not operational

Meaning: None of the communication boards is operational.

Action to take: Make sure the communication board has been downloaded correctly. The download command should be included in the .profile file. If the TRS is running on a Motorola system, make sure both the SNA and session manager are running.

o ERR: All available session are non-operational

Meaning: None of the sessions is operational.

Action to take: Make sure the communication board has been downloaded correctly. The download command should be included in .profile file. If the TRS is running on a Motorola system, make sure both the SNA and the session manager are running.

o ERR: xx Sessions are Operational

Meaning: TRS found that xx sessions are operational.

Action to take: Check to see if the number matches the defined number of sessions in the trs.conf file.

o ERR: BD xx SS xx Failure to create process object

Meaning: TRS was unable to allocate memory for the process structure for board xx session xx.

Action to take: Contact your Nortel service representative.

o ERR: Unable to create Board Object Instance

Meaning: TRS was unable to allocate memory for the board object structure.

Action to take: Contact your Nortel service representative.

o ERR: Unable to create Session Object Instance

Meaning: TRS was unable to allocate memory for the session object structure.

Action to take: Contact your Nortel service representative.

o ERR: Unable to create Process Object Instance

Meaning: TRS was unable to allocate memory for the project object structure.

Action to take: Contact your Nortel service representative.

o ERR: Unable to create Application Object

Meaning: TRS was unable to allocate memory for the application object structure.

Action to take: Contact your Nortel service representative.

o ERR: xx is not a keyword

Meaning: The screen template contains an invalid keyword.

Action to take: Revise the screen template. Make sure the KEYWORD (&LOGIN_ID, &PASSWORD, &LU_BUF1 and &LU_BUF2) are spelled correctly.

o ERR: BD xx SS xxx ERR: start host notify

Meaning: TRS was unable to communicate with host on Board xx session xxx.

Action to take: Contact your Nortel service representative.

o ERR: CH=xx ERR::Request does not contain action name

Meaning: The action template name passed by Meridian IVR 2.0/I is a zero-length string.

Action to take: Check the COMI or USER cell used to start a transaction to make sure it contains an action template name.

o ERR: CH= xx ERR::Invalid action name xxx

Meaning: The action template name xxx in the USER or COMI cell was not found under the 3270 directory.

Action to take: Check or create action template file.

o ERR: CH=xx ERR::Action xxx not defined in any appl

Meaning: The action template xxx did not define an application name.

Action to take: Revise the action template to add the application name in the appropriate field.

o ERR: CH=xx ERR::Appl name xxx not defined in trs.conf

Meaning: The application name defined in the action template did not match any application name defined in the trs.conf file.

Action to take: Revise the trs.conf or the action template to make sure the application name matches.

o ERR: CH=xx BD xxx SS xxxx: Session not working-manual mode

Meaning: This particular session is not working. TRS was unable to attach this session.

Action to take: Contact your Nortel service representative.

o ERR: CH=xx ERR::Parse: Incorrect Action [xxx]

Meaning: Action template xxx was not found under the 3270 directory.

Action to take: Create an action template which matches the action template name in the COMI or USER cell.

o ERR: CH=xx Read_input:ERR: Create_timer_instance

Meaning: TRS was unable to allocate memory for timer structure.

Action to take: Contact your Nortel service representative.

o ERR: CH=xx BD xxx SS xxx Read_input:ERR: copy PS

Meaning: TRS was unable to copy the presentation space.

Action to take: TRS will try again. If this message continues to appear, Contact your Nortel service representative.

o ERR: CH=xx BD xxx SS xxxx Read_input:ERR: Query cursor

Meaning: TRS was unable to locate the cursor in the presentation space.

Action to take: Check the communication system and make sure the host connection exists.

o ERR: CH=xx Read_Update:ERR: Create_timer_instance

Meaning: TRS was unable to allocate memory for timer structure.

Action to take: Contact your Nortel service representative.

o ERR: CH=xx BD xxx SS xxxx Read_updated:ERR: Query PS CODE= xxxxx

Meaning: The presentation space was not updated as expected.

Action to take: Check the communication system and make sure it works properly.

o ERR: Send Aid key failed

Meaning: TRS did not succeed in sending the aid key to host.

Action to take: Make sure that the host connection exists.

o ERR: CH=xx Process:ERR: Syntax error for variable operation

Meaning: Syntax error in internal variable operation.

Action to take: Check the screen templates which use the internal variable operation.

o ERR: CH=xx Process:ERR: write to screen

Meaning: TRS was unable to copy a string to the presentation screen.

Action to take: Check if the field is write protected.

o ERR: msg_wait_start

Meaning: Error message was received while TRS was waiting for other processes to initialize.

Action to take: Contact your Nortel service representative.

o ERR: Initialize 3270 Controller software

Meaning: 3270 initialization failure.

Action to take: Check the communication system to make sure it works properly.

o ERR: Failure to connect to a TRS Server

Meaning: TRS envoy was unable to connect to TRS server.

Action to take: Make sure that the TRS in server mode is running on a node on the network and this node is specified in the trs.node file. Also, check to see if the /etc/hosts file contains the node information and check that the socket number is contained in the /etc/services file. If the TRS is running in a server mode, make sure that the communication board is downloaded properly.

o ERR: 3270 Server Process Startup

Meaning: 3270 server process has been started up.

Action to take: None. Notification only.

o ERR: 3270 Envoy Process Startup

Meaning: 3270 envoy has been started up.

Action to take: None. Notification only.

o ERR: Process Startup

Meaning: The TRS process with no 3270 communication capability has been started up. This TRS process can not run applications which access a remote host via COMI, COMO, COMA or USER cells.

Action to take: None. Notification only.

o ERR: Received a service abort from the TRS Server

Meaning: TRS envoy process receives a message indicating that TRS server is exiting.

Action to take: If the TRS running in server mode was brought down, this is a normal message.

o ERR: Received a Service Free Message

Meaning: Meridian IVR 2.0/I stopped.

Action to take: None. Normal shutdown notification.

o ERR: Accept a connection to a client

Meaning: TRS server was unable to accept TRS envoy's request for connection.

Action to take: Check the network integrity before consulting Customer Service.

o ERR: A flush command was sent prior to any request

Meaning: The flush command was sent before a transaction request was made.

Action to take: A COMI cell was missing in the application or the USER cell did not use function code 2 or 1 to initialize the request. Revise the application.

o ERR: CH=xx illegal Command xxx

Meaning: TRS received an illegal command from another process.

Action to take: Contact your Nortel service representative.

o ERR: Server Node file trs.node does not exist

Meaning: trs.node file was missing from the envoy process node.

Action to take: This ERR: message can happen in two cases. One is in envoy-server case. In order for a TRS envoy to communicate with a TRS server running on another node, the trs.node file must exist in the 3270 directory and contain the node name where the TRS server is running. The other case is when the TRS is running in a server mode, and the communication board is not downloaded correctly. The TRS will assume this TRS is running in envoy mode and then complain that the trs.node file does not exist. In this case, make sure the communication board is downloaded correctly.

o ERR: The server node name is the same as envoy node name

Meaning: The server node defined in trs.node file is the same as the node name on which the TRS envoy is running.

Action to take: Revise the trs.node file so that it contains the proper remote trs server node.

o ERR: NET_TO_ENVOY: ERR: Reply Code =xx from SERVER

Meaning: The TRS envoy received an error message from the TRS server.

Action to take: Contact your Nortel service representative.

o ERR: Invalid Aid key specified use the Enter Key

Meaning: The Aid key specified in the screen template is not valid.
The system will use the enter key as the AID key in this case.

Action to take: Define a valid aid key.

o ERR: Send_with_aid: Connect to Session xx failed

Meaning: TRS failed to connect to session xx before sending the aid key.

Action to take: Check the communication system to make sure it works properly.

o ERR: Send_with_aid: failed with return code of xx

Meaning: TRS failed to send the aid key.

Action to take: Check the communication system to make sure it works properly.

o ERR: Write_to_screen: Connect request to Session xx failed

Meaning: TRS failed to connect to session xx before it wrote to the presentation space.

Action to take: Contact your Nortel service representative.

o ERR: Write_to_screen: Writing of input xx failed

Meaning: TRS failed to write to the presentation space.

Action to take: Check if an attempt was made to write to a protected field.

o ERR: No Match Found for field id xx

Meaning: The field identification xx defined in the screen template could not be found in the presentation space.

Action to take: Revise the screen template so that it contains the valid field descriptor.

o ERR: Session index xx not defined in appl

Meaning: The session index xx is out of the range of sessions defined for this application.

Action to take: Contact your Nortel service representative.

o ERR: Ping request memory allocation failed

Meaning: TRS was unable to allocate memory for ping request structure.

Action to take: Contact your Nortel service representative.

o ERR: Create_queue_object: Attempt to create Queue class instance failed

Meaning: TRS was unable to allocate memory for the QUEUE_CLASS structure.

Action to take: Contact your Nortel service representative.

o ERR: A request for this channel is already being processed

Meaning: The last COMO cell did not retrieve all the output buffers from TRS.

Action to take: Place a COMA cell in the clean up handler section of the application to ensure that all output buffers will be flushed when the caller hangs up in the middle of a transaction. Furthermore, there should always be a COMO cell(s) after COMI cell(s) even though no output from the host is expected. The COMO cell(s) will retrieve a status indicating whether the transaction has been successful or not.

o ERR: Create_transaction_instance: Unable to create Transaction Object Instance

Meaning: TRS was unable to allocate memory for the transaction structure

Action to take: Contact your Nortel service representative.

o ERR: Create_timer_instance: Unable to create Timer Object Instance

Meaning: TRS was unable to allocate memory for the timer structure.

Action to take: Contact your Nortel service representative.

o ERR: Create_client_instance: Unable to create Client Object Instance - Exiting

Meaning: TRS was unable to allocate memory for the client object structure.

Action to take: Contact your Nortel service representative.

o ERR: Create_request_instance: Create_request malloc failed for queuing

Meaning: TRS was unable to allocate memory for the request structure.

Action to take: Contact your Nortel service representative.

o ERR: Create_idle_timer: Idle timer memory allocation failed

Meaning: TRS was unable to allocate memory for the idle timer structure.

Action to take: Contact your Nortel service representative.

o ERR: Configuration file trs.conf not found

Meaning: Configuration file trs.conf was either not found or not readable.

Action to take: Create or change the permissions of trs.conf under 3270 directory.

o ERR: No application field in trs.conf

Meaning: Application name is not defined in trs.conf.

Action to take: Revise trs.conf so that it contains the application name before the ':'

o ERR: An invalid entry in the trs.conf

Meaning: An illegal symbol occurred in the trs.conf file.

Action to take: Check syntax of the trs.conf file.

o ERR: Init action missing,put - if not available

Meaning: Initial action template is missing from the trs.conf file.

Action to take: Add the initial action template in the trs.conf file or put '-' if not available.

o ERR: Ping action missing,put - if not available

Meaning: Heartbeat action template was missing from the trs.conf file.

Action to take: Add a heartbeat action template in the trs.conf file or put '-' in this field if not available.

o ERR: Protocol missing, specify 3270 or VT100

Meaning: The protocol type was missing from the trs.conf protocol field.

Action to take: Make sure that '3270' or 'vt100' is specified in the protocol field.

o ERR: Incorrect syntax for ping action

Meaning: The heartbeat action template was specified incorrectly in the trs.conf file.

Action to take: Revise the trs.conf file so that the heartbeat field has the correct syntax.

o ERR: Invalid Protocol xxx, protocol

Meaning: xxx is an invalid protocol.

Action to take: Revise the trs.conf file so that the protocol is either '3270' or 'vt100'.

o ERR: Invalid entry non-numeric

Meaning: A non-numeric symbol occurred in the board number or session number field of the trs.conf file.

Action to take: Check the syntax of the trs.conf file.

o ERR: A board # was not specified in the trs.conf

Meaning: The board number was missing from the board field of the trs.conf file.

Action to take: Check the syntax of the trs.conf file.

o ERR: Possibly exceeded number of allowable boards

Meaning: The number of total boards defined in the trs.conf file exceeds the total number of boards the system allowed.

Action to take: Revise the trs.conf file and make sure the total board number does not exceed the maximum allowed which is 4.

o ERR: First LU cannot be less than xx.

Meaning: The first session defined in the trs.conf file was less than allowed, xx.

Action to take: Revise the session field of the trs.conf file.

o ERR: Last LU cannot be greater than xx

Meaning: The last session defined in trs.conf was greater than allowed, xx.

Action to take: Revise the session field of trs.conf file.

o ERR: An Invalid Board# xx is specified

Meaning: The board number xx specified in trs.conf file was outside the valid range.

Action to take: Revise the board field of trs.conf file.

o ERR: Couldn't create appl object

Meaning: TRS was unable to allocate memory for the application instance structure.

Action to take: Consult the Customer Service.

o ERR: read data from map file ../3270/map.dat

Meaning: Invalid data in the map.dat file.

Action to take: Revise the map.dat file

o ERR: Invalid Channel specified in ../3270/map.dat

Meaning: The map.dat file contains an invalid channel number

Action to take: Check the map.dat file.

o ERR: Invalid Session Number xx specified in ../3270/map.dat

Meaning: The map.dat file contains invalid session number xx.

Action to take: Revise the map.dat file and make sure that the channels and sessions are numeric.

o ERR: in map.dat:Session xx not defined in trs.conf

Meaning: The session number xx defined in the map.dat file was not defined in the trs.conf file.

Action to take: Revise the map.dat file or the trs.conf file and make sure that the session number matches.

o ERR: read data from file ../3270/lubuf.dat

Meaning: Syntax error in lubuf.dat file.

Action to take: Revise lubuf.dat file.

o ERR: Invalid Board number xx specified in ../3270/lubuf.dat

Meaning: lubuf.dat file defined an invalid board number xx.

Action to take: Revise lubuf.dat file.

o ERR: Invalid Session Number xx specified in ../3270/lubuf.dat

Meaning: The lubuf.dat file contains an invalid session number.

Action to take: Check the lubuf.dat file.

o ERR: "In ../3270/lubuf.dat:BD xx SS xxx not defined in trs.conf

Meaning: lubuf.dat contained board number xx session number xxx which is not defined in the trs.conf file.

Action to take: Revise the trs.conf file or the lubuf.dat file to make sure that the board and session numbers matches.

o ERR: In ../3270/lubuf.dat:login_id xx exceeds xxx characters

Meaning: There are too many characters in the login ID defined in the lubuf.dat file.

Action to take: Revise the lubuf.dat file so that the length of the login ID will not exceed xxx.

o ERR: In ../3270/buf.dat:password xx exceeds xxx characters

Meaning: There are too many character in password defined in the lubuf.dat file.

Action to take: Revise password in lubuf.dat file so that the length of the password won't exceed xxx.

o ERR: In ../3270/lubuf.dat:lu_buf1 exceeds xx characters

Meaning: There are too many characters in the lu_buf1 field defined in the lubuf.dat file.

Action to take: Revise the lu_buf1 field in the lubuf.dat file so that the length won't exceed xx.

o ERR: In ../3270/lubuf.dat:lu_buf2 exceeds xx characters

Meaning: There are too many characters in the lu_buf2 field defined in the lubuf.dat file.

Action to take: Revise the lu_buf2 field in the lubuf.dat file so that the length won't exceed xx.

o ERR: Unable to open screen file xx

Meaning: TRS was unable to open the screen file xx.

Action to take: Screen file was missing or unreadable. Create one or change the permissions to make it readable.

o ERR: Memory allocation failure for Screen entry

Meaning: TRS was unable to allocate memory for the screen template structure.

Action to take: Contact your Nortel service representative.

o ERR: No header data for Screen file xx

Meaning: Header data was missing from the screen template file xx.

Action to take: Add header data to the screen template file xx.

o ERR: Screen name xx exceeds xxx characters

Meaning: There are too many characters in the screen template file name xx.

Action to take: Change xx so that the length of it won't exceed xxx.

o ERR: Screen name xx must match the file name without .scn

Meaning: Invalid screen name defined in the screen template file.

Action to take: Revise the screen template file and make sure the screen name is the screen template file name without .scn.

o ERR: Validate tag xx of screen xxx exceeds xxx characters.

Meaning: There are too many characters in the validation tag field defined in the screen template file.

Action to take: Revise the validation tag in the screen template so that length of it won't exceed xxx.

o ERR: Unable to get offset value from file xx

Meaning: Syntax error in row/column field defined in the screen template file.

Action to take: Revise the screen template file and make sure there is a delimiter ',' between row and column.

o ERR: Parse string xx of screen xxx

Meaning: Syntax error in screen template file.

Action to take: Check the syntax of the screen template file.

o ERR: field id xx exceeds xxx characters

Meaning: There are too many characters in the field ID name defined in the screen template file.

Action to take: Correct the field name in the screen template file so that the length of it won't exceed xxx.

o ERR: I/O descriptor xx of screen xxx exceeds xxxx characters

Meaning: There are too many characters in the I/O field of the screen template.

Action to take: Correct the I/O field of the screen template so that the length of it won't exceed xxxx characters.

o ERR: The screen templates exceed xx

Meaning: There are too many screen templates in this application.

Action to take: Revise the application to keep the screen templates within the limit xx.

o ERR: Open action file xx failed

Meaning: TRS failed to open the action file xx.

Action to take: Create or change permissions of the action template file to readable.

o ERR: Memory allocation failure for ACTION entry

Meaning: TRS was unable to allocate memory for the action structure.

Action to take: Contact your Nortel service representative.

o ERR: read head data from action file xx

Meaning: Syntax error in the header section of the action template file.

Action to take: Check the syntax of the header section of the action template file.

o ERR: read screen name from action file xx

Meaning: The screen name was missing from the action template file xx.

Action to take: Add appropriate screen names under the header section of the action template file.

o ERR: Action xx exceeds max screen entries xxx

Meaning: There are too many screens defined in the action template file xx.

Action to take: Revise the action template file to keep the total number of screens within limit xxx.

o ERR: Screen xx of Action xxx not found

Meaning: Screen xx defined in the action template xxx was not found under the 3270 directory.

Action to take: Create the appropriate screen template file.

o ERR: reset action xx of the action xxx not found

Meaning: The reset action template xx defined in the action template xxx was not found under the 3270 directory.

Action to take: Create the appropriate reset template file.

o ERR: logout action xx of the action xxx not found

Meaning: Logout action xx defined in the action template xxx was not found under the 3270 directory.

Action to take: Create the appropriate logout template file.

o ERR: Unable to find ACTION xx

Meaning: Action template file xx was missing from the 3270 directory.

Action to take: Create appropriate action template file.

o ERR: Unable to Open Information Logger

Meaning: TRS was unable to open trs.log file.

Action to take: Check the permissions of the trs.log file.

o ERR: Buffer size is greater than xx

Meaning: The entry exceeds the maximum buffer size xx.

Action to take: Contact your Nortel service representative.

o ERR: No row/column delimiter for screen template

Meaning: Syntax error in row/column field defined in the screen template file.

Action to take: Revise the screen template file and make sure there is a delimiter ‘,’ between the row and column so that the format is ‘row, col’.

o Set_timer: Error setting interval timer struct

Meaning: TRS got an operating system error when it was trying to set a timer.

Action to take: Contact your Nortel service representative.

Messages 1900 To 1999: Database Editor Command Line Messages (SDE)

1900 - Error: Do Import and Export separately

Meaning: Import and export flag detected in the same command line.

Action to take: Do import and export from separate command lines.

1901 - DB name is missing

Meaning: Name flag -n is missing. -n is required when either of -c, -i or -e is detected.

Action to take: Add -n flag followed by the database name:
-n databasename.

1902 - No DB name is specified

Meaning: -n is detected but no database name follows.

Action to take: Give the database name immediately after the -n flag.

1903 - Parse record failed

Meaning: Function parse_record returned a fail. Database record number may be invalid.

Action to take: Check record number in the file you are trying to import or
Contact your Nortel service representative.

1904 - File name missing. Usage -e [filename] -n [dbname]

Meaning: Export flag -e detected but no file name follows.

Action to take: Specify a file name (can specify with path) immediately after the flag -e.

1905 - File name missing. Usage -i [filename] -n [dbname]

Meaning: Import flag -i detected but no file name follows.

Action to take: Give a file name (can specify with path) immediately after the flag -i.

1906 - Unable open file: filename

Meaning: File filename can not open.

Action to take: Check existence or permission of the file filename.

1907 - Request Buffer failed

Meaning: Function create_buffer_request returned a fail. Record number may be invalid.

Action to take: Check record number. Contact your Nortel service representative.

1908 - Invalid DB type. Usage -t [i|m]

Meaning: Database type flag -t detected, but the type which follows is invalid.

Action to take: Give type I, i, M or m to specify information or message database type immediately after -t.

1909 - DB type missing. Usage -t [i|m]

Meaning: Create flag detected but no type specified.

Action to take: Add type to specify information or message database type.

1910 - Digits missing. Usage -d [number (4 - 11)]

Meaning: Create flag detected but no significant digits specified.

Action to take: Add significant digits between 4 and 11.

1911 - Error modifying: msg

Meaning: Error modifying database.

Action to take: Check msg and Contact your Nortel service representative.

1912 - Invalid format! Usage: -f [csv | internal]

Meaning: Format flag is detected but the format which follows is invalid.

Action to take: Give either internal or csv format immediately after -f.

1913 - Missing format! Usage: -f [csv|internal]

Meaning: Export flag or import flag is detected but no format is specified.

Action to take: Add flag -f and give either internal or csv format.

1914 - msg

Meaning: Dynamic msg will pass in. Most of these messages are a violation of the command input such as “databases does not exist.” Others will be “record number invalid” or “internal problems.”

Action to take: Check databases or files specified in the messages, check file format, or Contact your Nortel service representative.

Messages 2000 - 2099: CLI_S

2000 CLI_S Startup

Meaning: The CLI_S process has been started

Action to take: None. Notification only.

2001 CLI_S Shutdown

Meaning: The CLI_S process has been stopped

Action to take: None. Notification only.

2002 Unable to generate Cell Array for: file name

Meaning: The CLI_S cannot allocate memory necessary for holding cell information. It needs this to generate call statistics. Limited statistics will be generated if this message occurs.

Action to take: Contact your Nortel service representative

2003 Unable to allocate Application Block for: file name

Meaning: The CLI_S cannot allocate memory necessary for holding application information. It needs this to generate call statistics. No statistics will be generated if this message occurs.

Action to take: Contact your Nortel service representative

2004 Unable to allocate Application Header

Meaning: The CLI_S cannot allocate the memory necessary to read in the header portion of the application. It needs this information in order to generate call statistics. No statistics will be generated if this message occurs.

Action to take: Contact your Nortel service representative

2005 File is NOT a valid VPF Application File: file name

Meaning: The application that was requested to be loaded is of questionable origin. It must be produced with the Meridian IVR 2.0/I Application Editor to be tagged with the proper identifiers. Limited statistics will be generated if this message occurs.

ACTION: Edit the application with the current version of the Application Editor.

2006 Unable to read Offset Table

Meaning: The CLI_S is unable to read the portion of the application file that contains the cell table and the offset to the portions of the file that contain the modifiers for each of the cells. Limited statistics will be gathered if this message occurs.

ACTION: Edit the application with the current version of the Application Editor and save the new version. This confirms that the application has not been corrupted or made obsolete.

2007 Unable to read modifier for app: file name

Meaning: The CLI_S is unable to read the CELL NUMBER, CELL NAME or CELL COMMENT from the application file. Limited statistics will be generated if this message occurs.

Action to take: Edit the application with the current version of the Application Editor and save the new version. This confirms that the application has not been corrupted or made obsolete.

2008 Unable to open Application File: file name

Meaning: The CLI_S cannot read the file that contains the application. This may be because the file is empty or has improper file permissions set.

Action to take: Verify that the file exists, that it is not empty, and that the protections are set to allow reading.

2009 Unable to read Application File: file name

Meaning: The CLI_S cannot read the file that contains the application. The file may have been corrupted or has improper file permissions set.

Action to take: Verify that the permissions on the file are set to allow reading. Edit the file with the current version of the Application Editor and save the file again.

2010 Unable to read stats File: file name

Meaning: The CLI_S cannot read the file that contains the statistics for running applications. The file may have been corrupted or has improper file permissions set. No statistics will be generated if this message occurs.

Action to take: Verify that the permissions on the file audit_stat.d in the stat.d directory are set to allow reading and writing.

2011 Unknown CLI_S command: command number

Meaning: The CLI_S has received the indicated command, but is unable to recognize it.

Action to take: Contact your Nortel service representative.

2012 Error establishing communications with CLI

Meaning: The CLI_S cannot open an IPC message queue to the CLI. No statistics will be generated if this message occurs

Action to take: Contact your Nortel service representative.

2013 Error sending message to the CLI: command name

Meaning: An internal error occurred while sending the command to the CLI.

Action to take: Contact your Nortel service representative.

2014 Error reading message queue. Code = number

Meaning: An error occurred while attempting to retrieve a message from another process. The code number indicates the problem.

Action to take: Contact your Nortel service representative.

2015 No application info available for id = %ld

Meaning: The CLI_S has no information for the application indicated by the id. No statistics will be generated if this message occurs.

Action to take: Contact your Nortel service representative.

2016 Error reading system info errno=%d

Meaning: The CLI_S process cannot read the system configuration file sysgen.d in the sys_files directory. The file could be corrupted or has improper file permissions set. Limited statistics will be generated if this message occurs.

Action to take: Verify that the protections on the file are set to allow reading and writing. Also select the Configuration Management option from the System Administration icon on the Control Panel. This will verify that the file is not corrupt.

2017 Can't back up call statistics to:

Meaning: The CLI_S could not service a request to backup the file audit_stat.d in the stats.d directory to the file named in the message. The backup file indicated could have the improper file permissions set.

Action to take: Verify that the directory where the backup file will be located has read and write permissions by the user of the Meridian IVR 2.0/I account. Also verify that the audit_stat.d file exists in the stat.d directory. Also make sure that the tool statsbkup is run from the tools directory.

2018 Can't reset call statistics file

Meaning: The CLI_S process could not reset the statistics file audit_stat.d in the stat.d directory.

Action to take: Verify the audit_stat.d file has read and write permissions set. If the reset command was issued through the rstat tool, make sure it is run from the tools directory.

2019 Can't resize call statistics file

Meaning: The CLI_S process could not update the max records field of the statistics file audit_stat.d in the stat.d directory.

Action to take: Verify the audit_stat.d file has read and write permissions set. If the resize request was issued through the exp tool, make sure it is run from the tools directory.

2020 Failed to create socket errno=%ld

Meaning: The CLI_S process could not establish a socket link to the CLI. No statistics will be generated.

Action to take: Contact your Nortel service representative.

2021 Failed to bind socket errno=%ld

Meaning: The CLI_S process could not establish a socket link to the CLI. No statistics will be generated.

Action to take: Contact your Nortel service representative.

2022 Failed to accept socket errno=%ld

Meaning: The CLI_S process could not establish a socket link to the CLI. No statistics will be generated.

Action to take: Contact your Nortel service representative.

Messages 2100 - 2199: TRSC

2100 - Process Startup

Meaning: Process starting up.

Action to take: None. Informational.

2101 - Process Shutdown

Meaning: Process shutting down.

Action to take: None. Informational.

2102 - Initialization TRSC error

Meaning: TRSC can not open service to TRS.

Action to take: Contact your Nortel service representative.

2103 - Initialization TRS LOGGER error

Meaning: TRSL can not open service to TRS.

Action to take: Contact your Nortel service representative.

Messages 2200 To 2299: Generic SQL Data Server (GDS, IDS, ODS, FDS, SDS)

2200 - Process Startup

Meaning: The GDS process has been started.

Action to take: None. Notification only.

2201 - Process Shutdown

Meaning: The GDS process has been stopped.

Action to take: None. Notification only.

2202 - IPC Link Fail (merror=MMMM, errno=NNNN): processname

Meaning: An attempt to connect to the Meridian IVR 2.0/I process processname has failed. The message library error is MMMM and the unix error is NNNN.

Action to take: Contact your Nortel service representative.

2203 - IPC Send Fail (merror=MMMM, errno=NNNN): processname

Meaning: An attempt to send a message to the Meridian IVR 2.0/I process processname has failed. The message library error is MMMM and the unix error is NNNN.

Action to take: Contact your Nortel service representative.

2206 - Illegal Command Received. (Cmd=%ld, src=%ld)

Meaning: An illegal command was sent to the GDS.

Action to take: Contact your Nortel service representative.

2207 - Message from unknown source. Qid=%ld

Meaning: A command was sent from an unknown client.

Action to take: The command is ignored.

2208 - Open DB: dbname (user = username)

Meaning: The GDS has successfully connected to the database specified as the specified user.

Action to take: None. Informational.

2209 - Close DB: dbname

Meaning: The GDS has disconnected from the database.

Action to take: None. Informational.

2212 - Can't allocate memory: SqlConnect

Meaning: Cannot allocate the necessary memory as part of the internal initialization.

Action to take: Contact your Nortel service representative.

2214 - Internal Error: information

Meaning: An unusual condition has occurred.

Action to take: Contact your Nortel service representative.

2215 - Open Error: database

Meaning: A connect request failed.

Action to take: Turn database tracing on and inspect the command the specific RDMBS results for the CONNECT request.

2216 - User Authentication failed for user

Meaning: The username and password supplied for Ingres DBMS access did not match the UNIX OS username and password.

Action to take: Supply a correct set. Try logging in as the supplied user with the supplied password. Contact your Nortel service representative.

2217 - Close Error: database

Meaning: An attempt to close a database that was not successfully opened occurred.

Action to take: None. Informational.

2218 - Session Lock Failure.

Meaning: The DBMS specific locking behavior could not be set.

Action to take: Turn on GDS tracing and examine commands being executed. Contact your Nortel service representative.

The following 5 error messages are usually due to improperly constructed SQL cells. The RDBMS text of the error message follows the error number.

2220 - ERR (%ld):

Meaning: Fetch error.

Action to take: Turn on tracing and Contact your Nortel service representative.

2221 - ERR (%ld):

Meaning Open cursor error.

Action to take: Turn on tracing and Contact your Nortel service representative.

2222 - ERR (%ld):

Meaning: Prepare error. QSEL and QCNT. This is usually due to a column being referenced that does not exist in a given table. Also, incorrect table names can cause this error.

Action to take: Verify the SQL statement is correct. Turn on tracing and examine the full text of the RDBMS error message. Contact your Nortel service representative.

2223 - ERR (%ld):

Meaning: Describe error. Turn on tracing and re-rerun request.

Action to take: Contact your Nortel service representative.

2225 - ERR (%ld):

Meaning: execute immediate error. QINS, QDEL, QUPD. This is usually due to a column being referenced that does not exist in a given table. Also, incorrect table names can cause this error.

Action to take: Verify the SQL statement is correct. Turn on tracing and examine the full text of the RDBMS error message. Contact your Nortel service representative.

2226 - SELECT ERR: Expect %ld Columns when %ld exist

Meaning: Internal Error.

Action to take: Contact your Nortel service representative.

2230 - Prior Transaction left incomplete. Rolling back.

Meaning: Internal error.

Action to take: Contact your Nortel service representative.

2231 - Appl Query Trace Enabled: filename

Meaning: The GDS will provide trace information in the file specified.

Action to take: None. Informational.

2232 - Appl Query Trace Disabled

Meaning: The qds has stopped tracing information.

Action to take: None. Informational.

2233 - Extended Diags Enabled:

Meaning: The GDS will provide detailed diagnostics in the file specified.

Action to take: None. Informational.

2234 - Extended Diags Disabled

Meaning: The GDS has stop providing detailed diagnostics.

Action to take: None. Informational.

2236 - Caught Unix Signal %ld, Aborting.

Meaning: An erroneous UNIX signal has been trapped by the GDS.

Action to take: The GDS exits on its own.

Messages 2300 - 2399: SASE

2300 - Process Startup

Meaning: Process starting up.

Action to take: None. Informational.

2301 - Process Shutdown

Meaning: Process shutting down.

Action to take: None. Informational.

2302 - Running script

Meaning: Tells what script is running.

Action to take: None. Informational.

Messages 2400 - 2499: TRSL

2400 - TRS Logger Startup

Meaning: Process starting up.

Action to take: None. Informational.

2401 - TRS Logger Process Shutdown

Meaning: Process shutting down.

Action to take: None. Informational.

2402 - Initialization TRSL Logger failure

Meaning: TRSL can not open service to TRS.

Action to take: Contact your Nortel service representative.

2403 - Failed to connect to the Meridian IVR 2.0/I Logger

Meaning: TRSL can not open service to Meridian IVR 2.0/I logger process.

Action to take: Contact your Nortel service representative.

Messages -1 - -82: License Manager

-1 LM_NOCONFFILE

“cannot find license file”

The license file cannot be opened. FLEXlm will attempt to open the standard file/usr/ local / flexlm/ licenses / license . dat,(or the file specified by the vendor (via Ic_set_attr()), or the file specified by the user inLM_LICENSE_FILE.

-2 LM_BADFILE

"Invalid license file syntax"

A feature name is > MAX_FEATURE_LEN,

A daemon name is > MAX_DAEMON_LEN.

A server name is > MAX_SERVER_NAME.

A feature specifies no hostid and # of licenses is <= 0.

-3 LM_NOSERVER

"Cannot connect to a license server"

The daemon name specified in the license file FEATURE line does not match the vendor daemon name.

-4 LM_MAXUSERS

"licensed number of users already reached"

The licenses number of users has been reached.

-5 LM_NOFEATURE

No such feature exists

The feature could not be found in the license file.

A call was made to one of the software license working group usage metering functions (um_xxx_record()).

-5 LM_NOFEATURE

No such feature exists

The feature could not be found in the license file.

A call was made to one of the software license working group usage metering functions (um_xxx_record()).

-6 LM_NOSERVICE

No TCP "license" service exists

This happens if a SERVER line does not specify a TCP/port number, and the TCP license service does not exist in /etc/services.

-7 LM_NOSOCKET

No socket connection to license manager server

lc_disconn() was called after the process had been disconnected from the socket. This error can also occur if an internal error happens within l_sndmsg() or l_rovmsg()

-8 LM_BADCODE

Encryption code in license file is inconsistent

The code in a license file line does not match the other data in the license file. This is usually the result of not building all the software components with the same encryption seeds. Check create_lic . c, ls_vendor . c, and your application code carefully to insure that they are all built with the same vendor code.

-9 LM_NOTTHISHOST

Invalid host

The host id specified in the license file does not match the node on which the software is running.

-10 LM_LONGGONE

Feature has expired

The feature has expired, i.e., today's date is after the expiration date in the license file.

-11 LM_BADDATE

Invalid date format in license file

The start or expiration date in the license file is invalid.

-12 LM_BADCOMM

Invalid returned data from license server

The port number returned from lmgrd is invalid.

An attempted connection to a vendor daemon did not result in a correct acknowledgment from the daemon.

The daemon did not send back a message within the timeout interval.

A message from the daemon had an invalid checksum.

An `lc_userlist()` request did not receive the correct data.

-13 LM_NO_SERVER_IN_FILE

No SERVER lines in license file

There is no SERVER line in the license file. All non-zero license count features need at least one SERVER line.

-14 LM_BADHOST

Cannot find SERVER hostname in network database

The `gethostbyname()` system call failed for the SERVER nodename in the license file.

-15 LM_CANTCONNECT

Cannot connect to license server

The `connect()` system call failed, while attempting to connect to the daemon.

The attempt to connect to the vendor daemon on all SERVER nodes was unsuccessful.

`lc_status()` returns LM_CANTCONNECT if the feature had been checked out but the program is in the process of reconnecting.

If reconnection fails, the final status return is LM_CANTCONNECT.

-16 LM_CANTREAD

Cannot read data from license server

The process cannot read data from the daemon within the timeout interval.

The connection was reset by the daemon (usually because the daemon exited) before the process attempted to read data.

-17 LM_CANTWRITE

Cannot write data to license server

The process could not write data to the daemon after the connection was established.

-18 LM_NOSERVSUPP

License server does not support this feature

The feature has expired (on the server node), or has not yet started, or the version is greater than the highest supported version.

-19 LM_SELECTERR

Error in select system call

The `select()` system call failed. This should never happen in a client program.

-20 LM_SERVBUSY

License server busy (no majority)

The license server is busy establishing a quorum of server nodes so that licensing can start. This error is very rare, and checkout should be retried if this occurs.

-21 LM_OLDVER

License file does not support this versions

The version requested is greater than the highest version supported in the license file FEATURE line.

-22 LM_CHECKINBAD

Feature checking failure detected at license server

The check in request did not receive a proper reply from the vendor daemon (the license might still be considered in use).

-23 LM_BUSYNEWSERV

License server temporarily busy (new server connecting)

The vendor daemon is in the process of establishing a quorum condition. New requests from clients are deferred during this period. This request should be retried.

-24 LM_USERSQUEUED

Users are queued for this feature

This error is similar to MAX USERS but supplies the additional information that there are other users in the queue for this feature.

-25 LM_SERVLONGGONE

License server does not support this version of this feature

The version specified in the checkout request is greater than the highest version number the daemon supports.

-26 LM_TOOMANY

Request for more licenses than this feature supports

A checkout request was made for more licenses than are supported in the license file. This request will never succeed.

-27 LM_CANTREADKMEM

Cannot read /dev/kmem

The file /dev/kmem is not readable on this system. This error will only occur if using extended hostid checking, which is no longer supported in current versions of FLEXlm.

-28 LM_CANTREADVMUNIX

Cannot read /vmunix"

The file /vmunix is not readable on this system. This error will only occur if using extended hostid checking, which is no longer supported in current versions of FLEXlm.

-29 LM_CANTFINDERETHER

Cannot find ethernet device

The ethernet device could not be located on this system.

-30 LM_NOREADLIC

Cannot read license file

The license file could not be read (errno = EPERM or EACCES).

-31 LM_TOOEARLY

Feature not yet available

The feature is not enabled yet (current date is before the feature start date).

-32 LM_NOSUCHATTR

No such attribute

A call to `lc_get_attr()` or `lc_set_attr()` specified an unknown attribute code.

-33 LM_BADHANDSHAKE

Bad encryption handshake with daemon

The client performs an encryption handshake operation with the daemon prior to any licensing operations. This handshake operation failed.

-34 LM_CLOCKBAD

Clock difference too large between client and server

The date on the client system does not agree closely enough with the date on the server (daemon) system. The amount of difference allowed is set by the software vendor with:

`lc_set_attr ( LM_A_MAX_TIMEDIFF, . . . ) .`

-35 LM_FEATQUEUE

In the queue for this feature

This checkout request has resulted in the process being placed in the queue for this feature. Subsequent calls to `lc_status()` will yield the status of this queued request.

-36 LM_FEATCORRUPT

Feature database corrupted in daemon

The daemon's run-time feature data structures have become corrupted. This is an internal daemon error.

-37 LM_BADFEATPARAM

Duplicate selection mismatch for this feature

The checkout request for this feature has specified a duplicate mask that does not match the mask specified by an earlier checkout. This is probably the result of using different versions of your client software, or from having an uninitialized variable in the `dup_group` field for `lc_checkout()`.

-38 LM_FEATEXCLUDE

User/host on EXCLUDE list for feature

The user/host/display has been excluded from this feature by an end-user's daemon option file.

-39 LM_FEATNOTINCLUDE

User/host not on INCLUDE list for feature

The user/host/display has NOT been included in this feature by an end-user's daemon option file.

-40 LM_CANTMALLOC

Cannot allocate dynamic memory

The malloc() call failed to return sufficient memory.

-41 LM_NEVERCHECKOUT

Feature was never checked out

This code is returned by lc_status() if the feature requested has never been checked out.

-42 LM_BADPARAM

Invalid parameter

A call to lc_set_attr() specified an invalid value for its attribute.

lc_get_attr(LM_A_MASTER,...) called without connection already established to server.

-43 LM_NOKEYDATA

No FLEXlm key data supplied in lc_init () call

No FLEXlm key data was supplied to the lc_init() call. Some FLEXlm functions will be disabled.

44 LM_BADKEYDATA

Invalid FLEXlm key data supplied

Invalid FLEXlm key data was supplied to the lc_init() call. Some FLEXlm functions will be disabled.

-45 LM_FUNCNOTAVAIL

FLEXlm function not available in this version

This FLEXlm function is not available. This could be a result of a BADKEYDATA, NOKEYDATA, or DEMOKIT return from lc_init().

-47 LM_NOCLOCKCHECK

Clock setting check not available in daemon

lc_checkout() returns this code when the CLOCK SETTING check between client and daemon is not supported in this daemon. Try calling:

lc_set_attr(LM_A_MAX_TIMEDIFF, -1) to disable the clock check.

-48 LM_BADPLATFORM

FLEXIm platform not enabled

The software is running on a platform which is not supported by the vendor keys you have purchased. To purchase keys for additional platforms, contact Nortel

-49 LM_DATE_TOOBIG

Date too late for binary format

The expiration date format in FLEXIm licenses are good until the year 2027.

-51 LM_NOFLEXLINIT

FLEXIm not initialized

A FLEXIm function was called before lc_init() was called. Always call lc_init() first.

-52 LM_NOSERVRESP

Server did not respond to message

UDP communications failure. UDP communications are not guaranteed. FLEXIm makes a best effort to recover from lost and garbled messages, but this indicates a failure.

-53 LM_CHECKOUTFILTERED

Request rejected by vendor-defined filter

lc_checkout() failed because of the vendor defined routine which is set in ls_vendor.c: ls_outfilter.

-54 LM_NOFEATSET

No FEATURESET line present in license file

lc_ck feats() called, but no FEATURESET line in license file.

-55 LM_BADFEATSET

Incorrect FEATURESET line in license file

Error return from `lc_ck_feats()`

-56 LM_CANTCOMPUTEFEATSET

Cannot compute FEATURESET line

Error return from `lc_ck_feats()`, which occurs because `lc_feat_set()` can not compute the FEATURESET line. This can happen because there's no FEATURES in the file.

-57 LM_SOCKETFAIL

`socket()` call failed

This can occur when the UNIX OS runs out of system resources.

-58 LM_SETSOCKFAIL

`setsockopt()` failed

The `setsockopt()` call has failed. This is likely due to an OS error.

-59 LM_BADCHECKSUM

Message checksum failure

Communications error - messages between client and server are encrypted and checksummed for security and integrity. The checksum will usually fail because of poor networking communications.

-60 For internal use

-61 LM_SERVNOREADLIC

Cannot read license file from server

This occurs when the license file, via `LM_LICENSE_FILE`, or `lc_set_attr(LM_A_LICENSE_FILE, path)`, is incorrectly defined. This only occurs when `LM_LICENSE_FILE` is set to ***port@host***.

-62 LM_NONETWORK

Network software (tcp/ip) not available

This is reported on systems where this is detectable. Some systems may have this problem, but the error will not be reported as `LM_NONETWORK` - system calls will simply fail.

-63 LM_NOTLICADMIN

Not a license administrator

Various functions, such as `lc_remove()` and `lc_shutdown()`, require that the user be an license administrator, depending on how `lmgrd` was started. See `lmgrd()`, `lmremove()` and `lmdownf()`.

-64 LM_REMOVETOOSOON

`lmremove` request too soon

An `lc_remove` request occurred, but `ls_min_lmremove` (defined in `ls_vendor.c`) seconds have not elapsed since the license was checked out. See `ls_vendor()`.

-65 LM_BADVENDORDATA

Bad `VENDORCODE` struct passed to `lc_init()`

`LM_CODE` macro was not used to define the `VENDORCODE` argument for `lc_init`. See `lm_code.h` and `lmclient.c` for an example of how to use the `LM_CODE` macro.

-66 LM_LIBRARYMISMATCH

`FLEXlm` include file/library mismatch

An attempt was made to create a licensed binary with mismatching source/header files and `liblmgr.a`. The source code version must match the linking libraries.

-67 For Internal Use**-68 For Internal Use****-69 For Internal Use****-70 For Internal Use****-71 LM_BAD_TZ**

Invalid `TZ` environment variable

On some operating systems, the end-user can significantly change the date using the `TZ` environment variable. This error detects this type of theft.

-72 LM_OLDVENDORDATA

'Old-style' vendor keys (3-word)

`V3.0` uses 4-vendor keys. This error detects that the `LM_CODE` macro was used with only 3 keys.

-73 LM_LOCALFILTER

Local checkout filter requested request

Request was denied by filter specified in `lc_set_attr(LM_A_CHECKOUTFILTERs filter)`.

-74 LM_ENDPATH

Attempt to read beyond the end of LF path

An error occurred with the colon-separated list of license files.

-75 LM_VMS_SETIMR_FAILED

`SYS$SETIMR` call failed

`SYS$SETIMR` is used on VMS to time out certain FLEXlm system calls.

-76 LM_INTERNAL_ERROR

Internal FLEXlm Error - Please report to Nortel

-77 LM_BAD_VERSION

Bad version number - must be floating point number, with no letters

A line in the license file has an invalid version number. `lc_checkout()` was called with an invalid version character string.

-78 LM_NOADMINAPI

FLEXadmin API functions not available

An attempt to get information from another company's vendor daemon was made via `lc_get_attr(LM_A_VD_*, ...)`. This function call is only allowed for the client's own vendor daemon.

-79 For Internal Use

-80 For Internal Use

-81 For Internal Use

-82 LM_BADPKG

Invalid PACKAGE line in license file

PACKAGE missing or invalid COMPONENTS.

A COMPONENT has number of users set, with `OPTIONS=SUITE`.

A COMPONENT has number of users=0